

INTRODUCTION

The mission of the Massachusetts Commission on the Status of Women is to provide a permanent, effective voice for women across Massachusetts. The Commission stands for fundamental freedoms, basic human rights and the full enjoyment of life for all women throughout their lives.

The purpose of the Commission is to advance women toward full equality in all areas of life and to promote rights and opportunities for all women. The Commission exists to provide a permanent, effective voice for women across Massachusetts

The Commission believes it is imperative that more women participate in the policy and decision-making processes of their state and local governments to ensure that the government is responsive to women's needs. In addition to many other charges, the Commission is empowered to identify and recommend qualified women for positions at all levels of state government, including boards and commissions. State boards and commissions are a significant component of state government, and their members are able to use their experiences and perspectives to influence public policy.

To help achieve this goal of increased women's participation in government, the Commission created this directory in 2003. Now in its fourth printing, *"How to Get Appointed to State Boards and Commissions: A Directory"* provides a listing of many of the Massachusetts State Boards and Commissions and their contact information. The Commission hopes that the publication and wide distribution of this directory will inform women and encourage them to seek appointments and assume an active role in their communities and state. Their participation will ultimately increase the number of qualified female candidates for elected office and further the accountability of state government in fulfilling its responsibility to address women's issues and concerns.

History of the Massachusetts Commission on the Status of Women

The Massachusetts Commission on the Status of Women was created in May 1998 under Massachusetts General Law (MGL), Chapter 3 Section 66, inspired by the United Nations' Fourth World Conference on Women in Beijing. The Beijing Platform for Action, which recommended that state and federal governments support councils, commissions, networks, and other organizations that focus on women's issues, emerged from the conference. Specifically, the Platform directed state governments to "form and adequately fund Women's Commissions in all states and territories where they do not already exist."

The Commission, an independent state agency, consists of 19 women that are appointed by the MCSW's appointing authorities, which include the Governor, the Senate President, the Speaker of the House and the Massachusetts Caucus of Women Legislators. These women are drawn from diverse racial, ethnic, religious, age, sexual orientation and socio-economic backgrounds. The MCSW is empowered to study, review and report on the status of women in the Commonwealth; advise executive and legislative bodies on the effect of proposed legislation on women; inform leaders of business, education, healthcare, the media, and state and local governments on issues pertaining to women; provide referrals and serve as a resource of information for Massachusetts; serve as a liaison between government and private interest groups concerned with issues affecting women; and promote and facilitate collaboration among local women's commissions and among women's organizations in the state.

The Commission works with the state government and the public in its efforts to promote women's equality. It works closely with its appointing authorities and state legislators to draft, promote and encourage the passage of legislation that positively affects the women and families of Massachusetts. The MCSW organizes and hosts multiple public hearings every year in order to receive input from women across the state. In addition, the Commission annually honors women who don't make the news but do make a difference with its Unsung Heroine Award Ceremony held at the State House.

How to Use the Directory

We hope this directory will help to guide you in your early stages of seeking an appointment to a state board or commission. The boards and commissions are listed by the Executive State Office and then alphabetically by subject matter.

Each listing contains the following information:

- Board/commission/advisory title, i.e. Appellate Tax Board
- Appointing authority/number of appointed positions, i.e. Governor-3
- Enabling legislation, i.e. MGL-x-x
- Oversight executive agency, i.e. EOT (Executive Office of Transportation)
- Contact information
- Description of board/commission

The oversight agency does not necessarily have authority over the respective board or commission, but is included to help provide a sense of the board or commission's location within state government. In many cases, two agencies are listed for one board or commission; the first is the more immediate agency and the second is the larger agency within which it falls.* The abbreviations used in the directory are listed at the end of the directory. We have also provided contact information for the various appointing authorities and other important state agencies.

Getting Started

Review Enabling Legislation and Visit Agency website

You can find information about a board or commission by visiting its website or reading its enabling legislation. The enabling legislation provides an overview of the purpose of the board or commission and the duties of its members. Use the following two websites to look up

* For example, the Board of Registration of Architects is overseen by the Division of Professional Licensure (DPL), which falls under the umbrella agency the Office of Consumer Affairs and Business Regulation (OCABR).

the enabling legislation for Massachusetts General Laws (MGL) and executive orders (EO), respectively:

www.mass.gov/legis/laws/mgl/#-#.htm

(plug the number of the MGL into the “#-#,” or go to the Web site and search for a particular piece of legislation)

www.lawlib.state.ma.us/execorders.html

Contact Board or Commission

You may also want to contact the office of the board or commission to request additional information or inquire about any meetings that you may attend. It may also be possible to contact present commissioners or board members in order to get a better sense of what is involved in the work of the organization.

Contact State Agency

In addition, you may wish to contact the state agencies whose work you are interested in to see if they have other boards or commissions that are not listed in this directory.

Contact Local, Town or City Government

You might consider contacting your local town or city government to inquire about local boards and commissions. For basic local government contacts, please go to the Massachusetts Election Division's Website:

www.sec.state.ma.us/ele/electclk/clkidx.htm

Contact Governor's Office

If you are not sure which specific board is most compatible with your life and work experiences, please send a cover letter and your resume to the address below. This office will consider you for one of the many boards and commissions.

Office of the Governor
State House
Room 280
Boston, MA 02133
Attn: Appointments

Getting Appointed

Once you've determined which boards or commissions interest you, contact your state representative or senator for a written or verbal recommendation that can be sent to the appointing authority, or contact the appointing authority directly to express your interest in the board or commission of your choice.

If you are interested in serving on a Board of Trustees for a state or community college, contact the Public Education Nominating Council through the Department of Education; the Council makes recommendations to the Governor about appointive positions in the education sector. See "Key Officials" for contact information for all the appointing authorities listed.

Office appointment requirements vary and depend upon the organization. Certain boards and commissions may have a specific criterion for appointments, such as special knowledge of an issue, while others may not. It is always best to contact the board or commission in which you are interested to clarify the requirements for being appointed prior to applying for a position.

Please note that the appointment process may take a long time. Sometimes the organization may be fully appointed, or you may be competing with several candidates for an appointment. It is always best to not get discouraged and to have several options in mind.

Most state boards and commissions do not provide compensation for participation. However, some organizations may reimburse travel expenses, provide a small stipend or serve an occasional meal during a meeting.

While we have attempted to make this directory as complete as possible, it is not exhaustive and changes to boards and commissions are inevitable and ongoing.

The MCSW hopes you find this directory useful and that you will use it to learn more about our state boards and commissions. Most importantly, the MCSW hopes you become involved in state government because every voice can make a difference.

Good Luck! If there is any way the MCSW can assist you in this process, do not hesitate to contact us at (617) 626-6520.

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EXECUTIVE OVERVIEW

ELECTORATE

<p>Legislative Branch</p> <p>House of Representatives</p> <p>Senate</p>	<p>Executive Branch</p> <div> <div> Governor Lieutenant Governor Governor's Council Attorney General Inspector General Office of the Comptroller Sheriffs State Auditor Secretary of the Commonwealth Treasurer & Receiver General </div> <div> Disabled Persons Protection Commission Office of Campaign & Political Finance District Attorneys Ethics Commission <u>Independent Offices & Commissions</u> Mass Commission on the Status of Women Commission Against Discrimination Board of Library Commissioners </div> </div>	<p>Judicial Branch</p> <p>Supreme Judicial Court Appeals Court Trial Court Committee for Public Counsel Board of Bar Examiners Commission on Judicial Conduct Mental Health Legal Advisors</p>
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STATE AGENCIES

<p><u>Executive Office of Administration and Finance (EOAF)</u></p> <p>Appellate Tax Board Bureau of State Office Buildings Civil Service Commission Department of Revenue Developmental Disabilities Council Division of Administrative Law Appeals Division of Capital Asset Management George Fingold Library Group Insurance Commission Human Resources Division Information Technology Division Massachusetts Office on Disability Operational Services Division Public Employee Retirement Admin Commission Massachusetts Teachers' Retirement System</p>	<p><u>Executive Office of Health and Human Services (EOHHS)</u></p> <p>Department of Children & Families Department of Developmental Services Department of Elder Affairs Department of Mental Health Department of Public Health Department of Transitional Assistance Department of Veterans' Services Department of Youth Services Division of Health Care Finance & Policy Massachusetts Commission for the Blind Massachusetts Commission for Deaf and Hard of Hearing Massachusetts Rehabilitation Commission Office for Refugees and Immigrants Soldiers' Home, Holyoke Soldiers' Home, Massachusetts</p>	<p><u>Executive Office of Public Safety and Security (EOPSS)</u></p> <p>Chief Medical Examiner Criminal History Systems Board Department of Correction Department of Fire Services Department of Public Safety Department of State Police Massachusetts Emergency Management Agency Merit Rating Board Military Division / Massachusetts National Guard Municipal Police Training Committee Parole Board Sex Offender Registry</p>
<p><u>Executive Office of Education (EDU)</u></p> <p>Department of Early Education and Care Department of Elementary & Secondary Education Department of Higher Education University of Massachusetts System State and Community Colleges</p>	<p><u>Executive Office of Energy and Environmental Affairs (EOEEA)</u></p> <p>Department of Conservation and Recreation Department of Energy Resources Department of Environmental Protection Department of Food and Agriculture Department of Fish and Game Department of Public Utilities State Reclamation Board</p>	<p><u>Executive Office of Housing and Economic Development (EOHED)</u></p> <p>Department of Business & Technology Office of Consumer Affairs and Business Regulations Department of Telecommunications and Cable Division of Banks Division of Insurance Division of Housing & Community Development Division of Professional Licensure Division of Standards State Racing Commission</p>
<p><u>Executive Office of Labor and Workforce Development (EOLWD)</u></p> <p>Department of Labor Department of Workforce Development Division of Industrial Accidents Division of Labor Relations</p>	<p><u>Executive Office of Transportation and Public Works (EOT)</u></p> <p>Massachusetts Highway Department Massachusetts Aeronautics commission Registry of Motor Vehicles</p>	

KEY OFFICIALS & DEPARTMENTS

GOVERNOR Deval Patrick State House, Room 360 Boston, MA 02133 Phone: (617) 725-4005 Toll Free: (888) 870-7770 TTY: (617) 727-3666 Fax: (617) 727-9725 Website: www.mass.gov/gov	SPEAKER OF THE HOUSE Salvatore F. DiMasi State House, Room 356 Boston, MA 02133 Phone: (617) 722-2500 Fax: (617) 722-2008 Email: Rep.SalvatoreDiMasi@hou.state.ma.us	SENATE PRESIDENT Therese Murray State House, Room 330 Boston, MA 02133 Phone: (617) 722-1500 Fax: (617) 248-3840 Email: Therese.Murray@state.ma.us
SECRETARY OF THE COMMONWEALTH William F. Galvin Citizen Information Services One Ashburton Place, Room 1611 Boston, MA 02108 Phone: (617) 727-7030 Toll Free: (800) 392-6090 TTY: (617) 878-3889 Fax: (617) 742-4528 Email: cis@sec.state.ma.us Website: www.mass.gov/sec	STATE TREASURER AND RECEIVER GENERAL Timothy P. Cahill State House, Room 227 Boston, MA 02133 Phone: (617) 367-6900 Fax: (617) 248-0372 Website: www.mass.gov/treasury	STATE AUDITORY A. Joseph DeNucci State House, Room 230 Boston, MA 02133 Phone: (617) 727-2075 Email: auditor@sao.state.ma.us Website: www.mass.gov/sao
MASSACHUSETTS ATTORNEY GENERAL Martha Coakley One Ashburton Place Boston, MA 02108 Phone: (617) 727-2200 TTY: (617) 727-4765 Email: ago@state.ma.us Website: www.mass.gov/ago	CHIEF JUSTICE OF THE SUPREME JUDICIAL COURT The Honorable Margaret H. Marshall Susan Mellen, Clerk of the Supreme Judicial Court John Adams Courthouse 1 Pemberton Square, Suite 250 Boston, MA 02108 Phone: (617) 557-1020 Fax: (617) 557-1145 Email: sjccommclerk@sjc.state.ma.us Website: www.mass.gov/sjc	CHIEF JUSTICE, ADMINISTRATION AND MANAGEMENT OF TRIAL COURT The Honorable Robert A. Mulligan Administrative Office of the Trial Court Two Center Plaza, 5th Floor Boston, MA 02108 Phone: (617) 742-8575 ext. 203 Website: www.mass.gov/courts/admin Jennifer L. LaRoque, Secretary/Clerk Phone: (617) 742-8575 ext. 205
MASSACHUSETTS BLACK LEGISLATIVE CAUCUS Gloria Fox, Chair State House Boston, MA 02133 Phone: (617) 722 2810	MASSACHUSETTS CAUCUS OF WOMEN LEGISLATORS Shelley O'Neal, Executive Director State House, Room 460 Boston, MA 02133 Phone: (617) 722-2266 Fax: (617) 626-0354	JOINT COMMITTEE ON CHILDREN, FAMILIES AND PERSONS WITH DISABILITIES Maureen Ferris, Executive Director State House, Room 146 Boston, MA 02133 Phone: (617) 722-2011 Email: maureen.ferris@hou.state.ma.us
EXECUTIVE OFFICE OF HOUSING AND ECONOMIC DEVELOPMENT Daniel O'Connell, Secretary One Ashburton Place, Room 2101 Boston, MA 02108 Phone: (617) 788-3610 Fax: (617) 788-3605 Email: econ@state.ma.us Website: www.mass.gov/eohed	Department of Housing and Community Development Tina Brooks, Undersecretary 100 Cambridge Street, Suite 300 Boston, MA 02114 Phone: (617) 573-1100 TTY: (617) 573-1140 Fax: (617) 788-3605 Website: www.mass.gov/dhcd	Office of Consumer Affairs and Business Regulation Daniel Crane, Undersecretary Ten Park Plaza, Suite 5170 Boston, MA 02116 Phone: (617) 973-8700 Fax: (617) 973-8798 Email: consumer@state.ma.us Website: www.mass.gov/consumer

KEY OFFICIALS & DEPARTMENTS

EXECUTIVE OFFICE OF EDUCATION Paul Reville, Secretary One Ashburton Place, Suite 1403 Boston, MA 02108 Phone: (617) 979-8340 Fax: (617) 727-0049 Email: readiness.project@state.ma.us Website: www.mass.gov/edu	Department of Early Education and Care Amy Kirshaw, Acting Commissioner 51 Sleeper Street, 4 th Floor Boston, MA 02210 Phone: (617) 988-6600 TTY: (617) 988-2451 Fax: (617) 988-2454 Website: www.mass.gov/eec	Department of Elementary & Secondary Education Mitchell D. Chester 350 Main Street Malden, MA 02148 Phone: (781) 338-3000 Email: boe@doe.mass.edu Website: www.mass.gov/doe
EXECUTIVE OFFICE ADMINISTRATION AND FINANCE Leslie A. Kirwan, Secretary State House, Room 373 Boston, MA 02133 Phone: (617) 727-2040 Fax: (617) 727-2779 Email: contactanf@state.ma.us Website: www.mass.gov/eoaf	Massachusetts Commission Against Discrimination Malcolm S. Medley, Chairman One Ashburton Place, Room 601 Boston, MA 02108 Phone: (617) 994-6000 TTY: (617) 994-6196 Website: www.mass.gov/mcad	Massachusetts Office on Disabilities Myra Berloff, Director One Ashburton Place, Room 1305 Boston, MA 02108 Phone: (617) 727-7440 Toll Free: (800) 322-2020 (V/TTY) Fax: (617) 727-0965 Website: www.mass.gov/mod
EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT Susanne M. Bump, Secretary One Ashburton Place, Suite 2112 Boston, MA 02108 Phone: (617) 626-7122 TTY: (617) 727-4404 Fax: (617) 727-1090 Website: www.mass.gov/eolwd	Department of Labor George Noel, Director One Ashburton Place, Room 2112 Boston, MA 02108 Phone: (617) 626-7100 Email: doL@dia.state.ma.us Website: www.mass.gov/dol	Department of Workforce Development David Mackley, Director Charles F. Hurley Building 19 Staniford St. Boston, MA 02114 Phone: (617) 626-5680 TTY: (617) 727-4404 Fax: (617) 727-8671 Email: dwd@state.ma.us Website: www.mass.gov/dwd
EXECUTIVE OFFICE OF HEALTH AND HUMAN SERVICES Judyann Bigby MD., Secretary One Ashburton Place, 11th Floor Boston, MA 02108 Phone: (617) 573-1600 Fax: (617) 727-1396 Website: www.mass.gov/eohhs	Department Of Public Health John Auerbach, Commissioner 250 Washington Street Boston, MA 02108-4619 Phone: (617) 624-6000 TTY: (617) 624-6001 Website: www.mass.gov/dph	Executive Office of Elder Affairs Michael Festa, Secretary One Ashburton Place, 5 th Floor Boston, MA 02108 Phone: (617) 727-7750 Toll Free: (800) 243-4636 (Nationwide) TTY: (800) 872-0166 Fax: (617) 727-9368 Website: www.mass.gov/elder
EXECUTIVE OFFICE OF TRANSPORTATION Bernard Cohen, Secretary 10 Park Plaza, Suite 3170 Boston, MA 02116 Phone: (617) 973-7000 Fax: (617) 523-6454 Email: feedback.eot.state.ma.us Website: www.eot.state.ma.us	EXECUTIVE OFFICE OF ENERGY AND ENVIRONMENTAL AFFAIRS Ian A. Bowles, Secretary 100 Cambridge Street, Suite 900 Boston, MA 02114 Phone: (617) 626-1000 Fax: (617) 626-1181 Email: env.internet@state.ma.us Website: www.mass.gov/envir	EXECUTIVE OFFICE OF PUBLIC SAFETY Kevin M. Burke, Secretary One Ashburton Place, Room 2133 Boston, MA 02108 Phone: (617) 727-7775 Fax: (617) 727-4764 Email: eopsinfo@state.ma.us Website: www.mass.gov/eops

Boards and Commissions Directory

EXECUTIVE OFFICE OF TRANSPORTATION (EOT)

Bernard Cohen, Secretary

Ten Park Plaza

(617) 973-7000

Boston, MA 02116

www.mass.gov/eot

Advertising (Outboard)

Governor-3 MGL-16-14 EOT

Outdoor Advertising Division

(Division of Massachusetts Highway)

10 Park Plaza, Room 7515

Boston, MA 02116

Phone: (617) 973-8470

Fax: (617) 973-8444

The Outdoor Advertising Division is charged with regulating and controlling, through its Outdoor Advertising Board and its executive director, the erection and maintenance of off-premise billboards, signs and other advertising devices in the Commonwealth.

Aeronautics

Governor-7 MGL-6-57 EOT

Massachusetts Aeronautics Commission (MAC)

10 Park Plaza, Suite 3510

Boston, MA 02116

Phone: (617) 973-8881

Fax: (617) 973-8889

Website: www.massaeronautics.org

The commission has jurisdiction over the Commonwealth's 42 public use airports, which are either municipally or privately owned, seaplane bases, and private use landing areas. It is responsible for aircraft safety, airport development and improvements, aviation safety, aircraft accident investigation, navigational aids, and statewide aviation planning. It certifies airports and heliports, licenses airport managers, conducts annual airport inspections, and enforces safety regulations.

MassPike

Governor-5 MGL-81A-2 EOT

Massachusetts Turnpike Authority (MassPike)

10 Park Plaza, Suite 4160

Boston, MA 02116

Phone: (617) 248-2800

Fax: (617) 248-2916

Email: www.massturnpike.com/contact/contact.html

Website: www.massturnpike.com

Toll Free Road & Weather Conditions: (800) 828-9104

Traffic Conditions-SmarTraveler: (617) 374-1234 (*1 from cell)

Traveler Information: 511

The Massachusetts Turnpike Authority is responsible for the operation and maintenance of the Massachusetts Turnpike, the Boston extension, and the Callahan/Sumner Tunnels, and the new Central Artery/Ted Williams (Third Harbor) Tunnel project.

EXECUTIVE OFFICE OF HEALTH & HUMAN SERVICES (EOHHS)

Judy Ann Bigby, MD, Secretary

One Ashburton Place

(617) 573-1600

Boston, MA 02108

www.mass.gov/eohhs

Aging

Local appointments to 348 state-wide councils*

MGL-118G-22 MGL19A-5 EOHHS

Massachusetts Council on Aging

(Division of the Office of Elder Affairs)

One Ashburton Place, Room 517

Boston, MA 02108

Phone: (617) 727-7750

Toll Free: (800) 882-2003 *(within MA only)*

Hotline: (800) 922-2275 *(Elder Abuse V/TTY)(within MA only)*

Fax: (617) 727-9368

Email: elder.affairs@state.ma.us

Website: www.mass.gov/elder

The office is responsible for the fostering and establishment of Councils on Aging as well as the provision of technical supervision and assistance to community service agencies and the examination and review of other state agency programs related to the elderly. The office also oversees the Division of Medical Assistance Long Term Care Services.

**Refer to MGL-118G-22, MGL-19A-5 or visit the website at*

www.mass.gov/elder.

AIDS/HIV

Commissioner of Public Health-19 MGL-111-2F EOHHS
HIV/AIDS Bureau

(Division of the Dept. of Public Health, Bureau of Communicable Disease)

250 Washington Street, 3rd Floor

Boston, MA 02108

Phone: (617) 624-5300

TTY: (617) 624-5387

Hotline: (800) 235-2331

TTY: (617) 437-1672 *(Hotline)*

Fax: (617) 624-5399

Email: www.mass.gov/dph/feedback.htm

Website: www.mass.gov/dph/aids/hiv aids.htm

The HIV/AIDS Bureau assists in preventing the spread of the AIDS epidemic and the development of appropriate, cost - effective health and support services which will maintain patients in the least restrictive setting. The bureau works with the governor's special AIDS education campaign targeting adolescents, called Project Prevention. This campaign involves training of several hundred teenagers to be peer educators in AIDS-related issues. The department contractually supports HIV counseling and testing sites statewide which provide services to individuals. Each site also offers psychosocial support services for individuals who test positive. These services are designed to help people adjust to the notification of their infection, to seek appropriate services, and to decrease behaviors which might put others at risk.

Assisted Living

Governor-6 MGL-19D-17 EOHHS

Assisted Living Council

(Division of the Office of Elder Affairs)

One Ashburton Place, 5th Floor

Boston, MA 02108

Phone: (617) 727-7750

Email: michael.festa@state.ma.us

Website: www.mass.gov/elder

The Office of Elder Affairs certifies Assisted Living Residences (ALR) in Massachusetts and offers the Assisted Living Ombudsman Program to provide advocacy, information and complaint resolution to consumers. ALRs offer a combination of housing and personal care services to adults on a rental basis. Unlike nursing facilities,

ALRs do not provide medical or nursing services. ALRs are intended for adults who may need some help with activities such as housecleaning, meals and medication reminders. The underlying philosophy of assisted living is based on providing needed services to residents in a way that enhances their autonomy, privacy and individuality.

Blindness

Secretary of Health and Human Services-5 *(with Governor's approval)*

MGL-6-129 EOHHS

Massachusetts Commission for the Blind

48 Boylston Street

Boston, MA 02116

Phone: (617) 727-5550

Toll Free: (800) 392-6450 *(within MA only)*

Toll Free: (800) 392-6556 *(TTY) (within MA only)*

Fax: (617) 626-7685

Email: mcbinfo@mcb.state.ma.us

Website: www.mass.gov/mcb

The Massachusetts Commission for the Blind provides the Commonwealth's share of the Supplemental Security Income program payment, vocational rehabilitation, independent living social services, home care and respite assistance, radio reading programs, resource information, community systems advocacy, and residential and day services. The Commission also provides after-school recreation and socialization programs for blind children, aged 7 to 12, in four geographic areas and assistance to needy blind clients and burial assistance for families. In its vocational rehabilitation program, the Commission, in collaboration with the Massachusetts Jobs Council, identifies employment sectors with growth opportunities, targets training programs consistent with those sectors, and identifies employment opportunities for qualified blind applicants.

Children

Governor-25-50 MGL-6-202 EOHHS

Children's Trust Fund Board

55 Court Street, 4th Floor

Boston, MA 02108

Phone: (617) 727-8957

Fax: (617) 727-8997

Email: info@mctf.state.ma.us

Website: www.mctf.org

The Massachusetts Children's Trust Fund leads statewide efforts to prevent child abuse and neglect by supporting parents and strengthening families. As an umbrella organization, CTF funds, evaluates, and promotes the work of over 100 agencies that serve parents. Supported by private, state and federal funding, the Children's Trust Fund invests in Massachusetts' most precious resource – children and their families

Deaf and Hard of Hearing

Governor 12-20 MGL-6-195 EOHHS
Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH)
150 Mount Vernon Street, Suite 550
Dorchester, MA 02125
Phone: (617) 740-1600
TTY: (617) 740-1700
Toll Free: (800) 882-1155 (*within MA only*)
Toll Free: (800) 530-7570 (*TTY within MA only*)
Fax: (617) 740-1880
Email: heidi.reed@state.ma.us
Website: www.mass.gov/mcdhh

The Massachusetts Commission for the Deaf and Hard of Hearing is the principal contact point for MA residents of all ages who are deaf or hard-of-hearing. Among the special services provided are: statewide interpreter referral service, specialized bilingual case management and advocacy services, independent living training services, and peer support referrals. Serving in an advocacy capacity, the agency helps people get the services they need and assists agencies in making services communication accessible.

Drug Formulary

Governor-9 MGL-17-13 EOHHS
Drug Formulary Commission
(*Division of the Dept. of Public Health, Drug Control Program*)
305 South Street, 2nd Floor
Jamaica Plain, MA 02130
Phone: (617) 983-6700
Fax: (617) 524-8062
Email: dcp.dph@state.ma.us
Website: www.mass.gov/dph/dcp

The Drug Formulary Commission recommends additions to and deletions from the state drug formulary, the Massachusetts List of

Interchangeable Drugs (MLID). Massachusetts law requires interchange of less expensive, therapeutically equivalent drug products listed in the MLID.

Drugs (Prescription)

Governor-9 MGL-19A-40 EOHHS
Prescription Drug Review Commission
(*Division of the Office of Elder Affairs*)
One Ashburton Place, 5th Floor
Boston, MA 02108
Phone: (617) 727-7750
Toll Free: (800) 243-4636 (*Nationwide*)
Fax: (617) 727-9368
TTY: (800) 872-0166
Website: www.mass.gov/elder

The Prescription Drug Review Commission oversees Prescription Advantage, administered by the Commonwealth of Massachusetts Executive Office of Elder Affairs, which is a prescription drug insurance plan that is available to Massachusetts residents age 65 and older, as well as younger individuals with disabilities who meet income and employment guidelines.

End of Life Care

Governor-7 MGL-159-480 EOHHS
Massachusetts Commission on End of Life Care
(*Division of the Office of Elder Affairs*)
250 Washington Street, 4th Floor
Boston, MA 02108
Phone: (617) 636-3480
Fax: (617) 636-4017
Email: ruth.palumbo@state.ma.us
Website: www.endoflifecommission.org

Established by Chapter 159, Section 480 of the Acts of 2000 the Commission on End of Life Care assists seniors and their loved ones address the topics regarding home care, palliative care, hospice care, and pain management to name a few. The Commission produces a Resource Guide for End of Life Services which is available from the State Bookstore.

Gay and Lesbian Youth

27 members* MGL-3-67 EOHHS

Massachusetts Commission on Gay, Lesbian, Bisexual
& Transgender Health

(Division of the Dept. of Public Health)

250 Washington Street, 4th Floor

Boston, MA 02108

Phone: (617) 624-5485

Website: www.mass.gov/cgly

This Commission is an independent agency of the Commonwealth and has a mandate to investigate the use of resources from both the public and private sectors to enhance and improve the ability of state agencies to provide services that protect and support the health and safety of Gay, Lesbian, Bisexual and Transgender (GLBT) youth in the schools and communities of Massachusetts, with a focus on suicide prevention, violence intervention, and the promotion of zero-tolerance policies regarding harassment and discrimination against GLBT youth. The Commission is also mandated to make recommendations about policies and programs supporting GLBT youth to the State government and its agencies, and to ask for adequate funding in the annual State budget for effective programs.

**Refer to MGL-3-67 or visit the website at www.mass.gov/cgly.*

Health Professional Licenses

See Below MGL-16 EOHHS

Boards of Registration of Health Professional Licensure

(Division of the Depart. of Public Health, Professional Licensure)

239 Causeway Street, Suite 200

Boston, MA 02114

Phone: (800) 414-0168

Website: www.mass.gov/dpl

The Division of Health Professions Licensure is comprised of eight boards of registration: Dentistry, Genetic Counselors, Nursing, Nursing Home Administrators, Perfusionists, Pharmacists, Physician Assistants and Respiratory Care. These health care boards are charged with evaluating the qualifications of applicants for licensure and granting licenses to those who qualify. They establish rules and regulations to ensure the integrity and competence of licensees. The boards promote public health, welfare, and safety by ensuring that licensed professionals and entities meet the requirements set forth by the boards.

Dentists and Dental Hygienists

Governor-9 MGL-13-19 DHPL/DPH/EOHHS

Website: www.mass.gov/dpl/boards/dn

Medicine

Governor-7 MGL-13-10 DHPL/DPH/EOHHS

Website: www.massmedboard.org

Nursing

Governor-8 MGL-13-13 DHPL/DPH/EOHHS

Website: www.mass.gov/dpl/boards/rn

Nursing Home Administrators

Governor-9 MGL-13-73 DHPL/DPH/EOHHS

Website: www.mass.gov/dpl/boards/nh

Perfusionists

Governor-7 MGL-13-11E DHPL/DPH/EOHHS

Website: www.mass.gov/dpl/boards/pf

Pharmacy/Pharmacists

Governor-11 MGL-13-22 DHPL/DPH/EOHHS

Website: www.mass.gov/dpl/boards/ph

Physician Assistants

Governor-9 MGL-13-11C DHPL/DPH/EOHHS

Website: www.mass.gov/dpl/boards/ap

Respiratory Care

Governor-7 MGL-13-11B DHPL/DPH/EOHHS

Website: www.mass.gov/dpl/boards/rc

Health (Public)

Governor-8 MGL-17-3 EOHHS

Public Health Council

Linda Hopkins, Secretary

99 Chauncy Street, 2nd Floor

Boston, MA 02111

Phone: (617) 753-8206

Fax: (617) 753-8125

Email: linda.hopkins@state.ma.us

Website: www.mass.gov/dph

The Public Health Council (PHC) was established by legislation in the nineteenth century. The PHC, which was reconstituted in 2007 as part of Health Care Reform, consists of the Commissioner as Chairman and fourteen members. Among the PHC's responsibilities are: Promulgation of most regulations, approval of Determination of Need (DoN) applications, advising the Department on major policy decisions, at the discretion of the Commissioner, granting the Commissioner authority to take necessary actions to protect the public health upon a declaration of a public health emergency by the Governor.

Independent Living

Governor-36 EO 373 EOHHS

Independent Living Division

(Division of the Massachusetts Rehabilitation Commission)

27-43 Wormwood Street

Boston, MA 02210-1616

Phone: (617) 204-3851

Toll Free: (800) 245-6543

TTY: (617) 204-3815

Fax: (617) 727-1354

Website: www.mass.gov/mrc

This division provides services coordination, information, referral, and counseling services to people with severe physical and/or mental disabilities. These services are primarily intended for those not yet ready to enter the Vocational Rehabilitation Division programs. The goal of this division is to assist individuals with severe disabilities to live independently in the community. Programs include: Independent Living Centers/Programs, Homemaker/Chore Program, Personal Care Assistance, Statewide Head Injury Program, and the Consumer Involvement Program.

Mental Health

Secretary of Health and Human Services-15 *(with Governor's approval)*

MGL-19-11 EOHHS

Mental Health Advisory Council

25 Staniford Street

Boston, MA 02114

Phone: (617) 626-8000

Website: www.mass.gov/dmh

Email: citizenleadership@state.ma.us

The Council shall advise the commissioner on policy, program development, and priorities of need in the commonwealth for comprehensive programs in mental health. It shall participate with the department in holding a regular series of public hearings throughout the commonwealth to obtain the views of the area boards and other citizens concerning the programs of the department and the needs of the people for mental health services. It shall review the annual plans and the proposed annual budget of the department, and shall make recommendations to the commissioner in regard thereto.

Mental Retardation

Governor-11-13 EO 356, 371, 396, 429, 448, 459 EOHHS

Governor's Commission on Mental Retardation

Barbara A. Mazzella, Administrator

2 Boylston Street, 4th Floor

Boston, MA 02116

Phone: (617) 988-3200

Fax: (617) 988-3311

Email: barbara.a.mazzella@state.ma.us

Website: www.mass.gov/gcmr

The Governor's Commission on Mental Retardation was established to examine the quality and comprehensiveness of the Commonwealth's program of services designed to address the wide variety of needs of people with mental retardation.

Multicultural Health/Health Disparities

37 members* MGL-6A -160 EOHHS

Advisory Board on Multicultural Health/Health Disparities Council

(Division of the Dept. of Public Health, Office of Health Equity)

Georgia Simpson May, Director

250 Washington Street, 5th Floor

Boston, MA 02108

Phone: (617) 624-5471

TTY: (617) 624-6001

Fax: (617) 624-6062

Website: www.mass.gov/dph/omh

The Office of Health Equity promotes the health and well being of racial, ethnic and linguistic minority populations throughout the Commonwealth by increasing the Department of Public Health's capacity to respond effectively to the critical public health needs of these communities. Because racial and ethnic minority groups currently

experience poorer health status are expected to grow in population, while other groups will decline, the future health of Massachusetts as a whole will be influenced substantially by our success in improving the health of these racial and ethnic minorities.

**Refer to MGL-6A -160 or visit the website at www.mass.gov/dph/omh.*

Nursing Homes

Governor-11 MGL-17-17 EOHHS

Advisory Council on Quality of Care in Nursing Homes

(Division of the Dept. of Public Health, Division of Health Care Quality)

99 Chauncy Street

Boston, MA 02111

Phone: (617) 753-8000

Website: www.mass.gov/dph/dhcq

The Division of Health Care Quality (DHCQ) is mandated by state and federal statutes to license and certify approximately 6,000 health facilities to assure the delivery of quality health care services. Facilities include hospitals, nursing homes, rest homes, chronic renal dialysis units, home health agencies, hospices, ambulatory surgical centers, clinical laboratories, blood banks, clinics, rehabilitative services and state schools. In addition, DHCQ investigates complaints against health care facilities and provides the mechanism by which criminal action may be taken by the Attorney General. DHCQ also investigates all complaints of patient abuse and neglect in long-term care facilities.

Nutrition

Governor-9 MGL-6-181 EOHHS

Massachusetts Nutrition Board (MNB)

(Division of Dept. Public Health, Bureau of Family Health and Nutrition)

Mary Kelligrew Kassler, Director

250 Washington Street

Boston, MA 02108

Phone: (617) 624-6100

Fax: (617) 624-6179

Email: mary.kassler@state.ma.us

Website: www.mass.gov/dph

The Massachusetts Nutrition Board (MNB), a state advisory board established in 1974, provides leadership on nutrition issues affecting Massachusetts's residents. The Board represents the Commonwealth's recognition of the important role of good nutrition in establishing and maintaining good health. The Board promotes integrated

nutrition services and activities in the Commonwealth in order to improve the health of residents through proper nutrition.

Organ Transplants

Governor-6 MGL-17-15 EOHHS

Advisory Council on Organ Transplants

(Division of the Dept. of Public Health)

2 Boylston Street, 3rd Floor,

Boston, MA 02116

Phone: (617) 753-7342

Website: www.mass.gov/dph

Organ Transplant Services (OTS) develops health policies regarding organ transplant issues; serves as a liaison to donation agencies; and administers the Organ Transplant Fund, which receives contributions through Massachusetts Income Tax Returns. The Organ Transplant Fund was established to assist residents of the Commonwealth with the costs of medically approved transplants.

Radiation Protection

Governor-6 MGL-111-4F EOHHS

Radiation Protection Council

(Division of the Dept. of Public Health, Radiation Control)

Schrafft Center, Suite 1M2A

529 Main Street

Charlestown, MA 02129

Phone: (617) 242-3035

Fax: (617) 242-3457

Email: radiationcontrol@massmail.state.ma.us

Website: www.mass.gov/dph/rcp/radia.htm

The goal of the Radiation Control Program is to protect the public from all sources of radiation by inspections of diagnostic and therapeutic x-ray and nuclear medicine facilities, radioactive materials licensees, nuclear power plants, radiofrequency installations, laser activities, and by conducting radon awareness activities and emergency response programs in the areas of radioactive materials, nuclear power and low-level waste.

Radiation Waste Management

Governor-6 MGL-111H-4F EOHHS

Low – Level Radioactive Waste Management Board

(Division of the Dept. of Public Health, Radiation Control Program))

529 Main Street, Suite 1M2A
Charlestown, MA 02129
Phone: (617) 242-3035
Fax: (617) 242-3547
Email: philip.allen@state.ma.us
Website: www.mass.gov/dph/rcp

Formerly under the Executive Office of Environmental Affairs and now under the Department of Public Health, the Radiation Control Program is responsible for controlling low-level radioactive waste (LLRW) storage, treatment, and disposal in any centralized facilities that may be developed for those purposes within the Commonwealth, or may be arranged outside Massachusetts. This office is also charged with the task of negotiating with other states and regional groupings of states (called compacts) for access to their existing and newly developing LLRW facilities. It also manages the Low-Level Radioactive Waste Rebate Trust Fund, which collects assessments against persons licensed to receive, possess, use, transfer or acquire radioactive materials in the state.

Refugee and Immigrant

Governor 15-30 EO 229 EOHHS
Refugee Advisory Council
(Division of the Dept. of Public Health, Office of Health Equity)
Jennifer Cochran, Director
305 South Street
Jamaica Plain, MA 02130
Phone: (617) 983-6590
Fax: (617) 983-6597
Email: ori.webmaster@state.ma.us
Website: www.mass.gov/dph/omh

Under the jurisdiction of the Executive Office of Health and Human Services, the Massachusetts Office for Refugee and Immigrants is a federally-funded program established to assist refugees in adjusting to life in America. It supports programs for refugees and immigrants, acts as their public advocate, coordinates state and federal services on their behalf, and works to make mainstream programs linguistically and culturally accessible.

Rehabilitation (Physical)

Governor-14 MGL-6-74 EOHHS
Massachusetts Rehabilitation Commission
Fort Point Place, Suite 600

27 Wormwood Street
Boston, MA 02210
Phone: (617) 204-3600 (V/TTY)
Phone: (617) 204-3602 (Ombudsperson)
Toll Free: (800) 245-6543 (V/TTY within Mass. only)
Fax: (617) 727-1354
Email: commissioner@mrc.state.ma.us
Website: www.mass.gov/mrc/mrc.htm

The commission provides the following services for physically or mentally disabled persons with the goal of preventing institutionalization: vocational rehabilitation in the way of job placement, counseling, work evaluation, specialized training, adaptive technology, and other supplies for the disabled; employment services which provide training and support; independent living services with skills training, advocacy, community education, residential and technical assistance; homemaker/chore assistance; head injury rehabilitation services, housing, and day assistance; disability determination for SSI; medical evaluation; psychological and aptitude testing; physical restoration; and prosthetic devices.

Soldier's Home in Chelsea

Secretary of HOHHS-7 MGL-6-40 EOHHS
Board of Trustees of the Soldier's Home in Chelsea
Michael Resca, Commandant
91 Crest Avenue
Chelsea, MA 02150
Phone: (617) 884-5660
Email: michael.resca@state.ma.us
Website: www.mass.gov/che

The mission of the Soldiers' Home in Chelsea is to provide, with honor and dignity, the highest quality personal health care services to Massachusetts Veterans.

Soldier's Home in Holyoke

Governor-7 MGL-6-70 EOHHS
Board of Trustees of the Soldier's Home in Holyoke
Paul Morin, Superintendent
110 Cherry Street
Holyoke, MA 01040-7002
Phone: (413) 532-9475
Email: paul.morin@state.ma.us

Website: www.mass.gov/hly

The mission of the Soldiers' Home in Holyoke is to provide, with honor and dignity, the highest quality of personal health care services to Massachusetts Veterans. Our vision is to be recognized as the health care provider of choice for all Veterans residing in the Commonwealth of Massachusetts.

EXECUTIVE OFFICE OF ADMINISTRATION & FINANCE (EOAF)

Leslie A. Kirwin, Secretary

State House, Room 373

Boston, MA 02113

(617) 727-2040

www.mass.gov/eoaf

Civil Service

Governor-5 MGL-7-4I EOAF

Civil Service Commission

One Ashburton Place, Room 503

Boston, MA 02108

Phone: (617) 727-2293

Fax: (617) 727-7590

Website: www.mass.gov/csc

The Civil Service Commission is a quasi-judicial agency whose mission is to hear and decide appeals of public employees under the protection of civil service laws by ensuring that employment decisions are based on the relative ability, knowledge and skills of the public employee, and to ensure that all individuals receive fair and impartial treatment.

Court Facilities

Governor-5 MGL-29A-6 EOAF

Court Facilities Council

(Division of Capital Asset Management – DCAM)

One Ashburton Place, 15th Floor

Boston, MA 02108

Phone: (617) 727-4050

Fax: (617) 727-5363

Email: info.dcam@state.ma.us

Website: www.mass.gov/cam

Division of Capital Asset Management is responsible for planning, design, property management, facilities maintenance, and supervision of construction, acquisition, renovation, repair, and

demolition of public buildings of the state and its counties. Agencies in the division are: the offices of Planning, Design and Construction, Real Estate Management, Leasing and State Office Planning, Finance and Administration and the Bid Room. The Office of the General Counsel performs all legal functions and services related to state building projects and real estate development as well as managing projects under the Governor's Clean State Initiative, which can be reached at (617) 727-4053.

Designer Selection

Construction (Public Buildings)

Governor-8 MGL-7-38B EOAF

Designer Selection Board

(Division of Capital Asset Management – DCAM)

One Ashburton Place, Room 1004

Boston, MA 02108

Phone: (617) 727-6008

Email: claire.hester@state.ma.us

Website: www.mass.gov/cam

The Designer Selection Board is an autonomous eleven member board that selects designers for public building construction throughout the Commonwealth. Eight members are appointed by the Governor, three of whom are registered architects, three registered engineers, and two representatives of the public who are not architect designers, engineers, or construction contractors. Three additional members are appointed by professional societies. Architects, engineers, planners, construction managers, and related construction industry consultants who wish to be considered for appointment as program consultants, designers, or construction managers on state projects under the jurisdiction of the Designer Selection Board must submit current credentials.

Disabilities (Developmental)

Governor-9 EO 439 EOAF

Massachusetts Developmental Disabilities Council (MDDC)

1150 Hancock Street, 3rd Floor

Quincy, MA 02169

Phone: (617) 770-7676

TTY: (617) 770-9499

Fax: (617) 770-1987

Website: www.mass.gov/mddc

This council, a federally-funded agency, is mandated to undertake systems-level planning and advocacy for better state government support and services to citizens with developmental disabilities. It identifies unmet needs, promotes better coordination of programs, serves as a permanent planning body, and plays a strong advocacy role to develop home, family, and community support programs.

Economic Stabilization

Governor-3 MGL-23D-9 EOAF
Economic Stabilization Trust
The Schrafft Center
529 Main Street, Suite 110
Boston, MA 02129
Phone: (617) 727-8158
Fax: (617) 242-7660
TTY: (800) 439-2370
Email: info@commcorp.org
Website: www.commcorp.org/trust

The Trust lends working capital to small and medium-sized, value-added businesses in the Commonwealth of Massachusetts. By providing loans where traditional financing is not available or where credit is no longer extended, companies are able to implement restructuring plans to create a stable financial future for the company and its employees. The Trust's experienced staff also works hand-in-hand with management to assist in the turn-around of businesses.

Educational Financing

Governor-7 MGL-15C-4 EOAF
Massachusetts Educational Financing Authority (MEFA)
160 Federal Street, 4th Floor
Boston, MA 02110
Phone: (617) 261-9760
Info: (800) 449-MEFA (6332)
Fax: (617) 261-9765
Website: www.mefa.org
Email: info@mefa.org

The purpose of MEFA is to assist borrowers and institutions for higher education in the financing and refinancing of educational costs and to provide students and parents with convenient and effective savings programs. These include the College Savings Program (known as the U

Plan) which seeks to lock in future tuition at participating schools at today's rates; loans for both graduate and undergraduate students, which are low-cost plans for eligible students attending state schools.

Educational Management Accountability

Governor 7-13 EO 393 EOAF
Educational Management Accountability Board (EMAB)
(Division of the Dept. of Revenue)
Website: www.mass.gov/dor

The board consists of members appointed by the Governor and responsible for auditing school districts to determine compliance with aspects of the Education Reform Act of 1993.

Finance Control

Governor-4 MGL-6-97 EOAF
Massachusetts Finance Control Board
(Division of the Dept. of Revenue)
Website: www.mass.gov/dor

A board created by special legislation and comprised of state officials to oversee the financial management of a community, which has received state loans to finance operating deficits.

Insurance (Group)

Governor-11 MGL-32A-3 EOAF
Group Insurance Commission (GIC)
19 Staniford Street, 4th Floor (Street Address)
P.O. Box 8747 (Mailing Address)
Boston, MA 02114
Phone: (617) 727-2310
TTY: (617) 227-8583
Fax: (617) 277-2681
Website: www.mass.gov/gic

The Group Insurance Commission is a quasi-independent state agency governed by an eleven-member Commission appointed by the Governor. The Commission administers health insurance and other benefits to the Commonwealth's employees and retirees, and their dependents and survivors. It also covers housing and redevelopment authorities' personnel, and retired municipal employees and teachers in certain governmental units.

Library (State)

Governor-4 MGL-6-33 EOAF
State Library Board of Trustees
State House, Room 442
Boston, MA 02133
Phone: (617) 727-2590
Website: www.mass.gov/lib

State Library has maintained a position of vital importance in the State House since its formal establishment in 1826. Starting from a collection of maps, statute books, and government documents, the Library has grown into a multifaceted resource for legislators, executive personnel, state employees, historians, genealogists, and interested citizens. Through political turmoil of over one hundred and seventy-five years in the State House, the State Library has continuously reflected the progressive ideals of the legislative and executive branches of government.

Pension

Governor-9 MGL-7B-2 EOAF
Pension Reserves Investment Management (PRIM) Board
84 State Street, Suite 250
Boston, MA 02109
Phone: (617) 946-8401
Fax: (617) 946-8475
Email: contact@mapension.com
Website: www.mapension.com

The Pension Reserves Investment Management (PRIM) Board is charged with the general supervision of the PRIT Fund. The Pension Reserves Investment Trust (PRIT) Fund is a pooled investment fund established to invest the pension funds of the Massachusetts State Employees' and Teachers' Retirement Systems, and the assets of county, authority, district, and municipal retirement systems that choose to invest in the Fund. The PRIT Fund was created with a mandate to accumulate assets through investment earnings and other revenue sources in order to reduce the Commonwealth's significant unfunded pension liability, and to assist local participating retirement systems in meeting their future pension obligations.

Physicians, Surgeons and Psychiatrists (Medical Registration)

Governor-7 MGL-13-10 EOAF
Commonwealth of Massachusetts Board of Registration in Medicine

200 Harvard Mill Square, Suite 330
Wakefield, MA 01880
Phone: (781) 876-8200
Toll Free: (800) 377-0550
TTY: (781) 876-8395
Website: www.massmedboard.org

The board is responsible for qualifying physicians, surgeons, and psychiatrists to practice in Massachusetts. In addition, it approves schools for training medical laboratory technologists and medical x-ray technicians. As of 11/7/96, patients may call the physician profiles hotline to obtain up to 10 physicians' profiles detailing whether any malpractice and/or hospital or board disciplinary actions have been taken against a particular doctor. The profile also includes such information as a physician's criminal history, education and training, area of expertise and specialization, certifications, hospital affiliations, award and honors, publications, insurance plans accepted and whether Medicaid coverage is honored.

Retirement (Contributory)

Governor-1 MGL-32-16 EOAF
Contributory Retirement Appeal Board (CRAB)
(Division of Administrative Law Appeal – DALA)
98 North Washington Street, 4th Floor
Boston, MA 02114
Phone: (617) 727-7060
Fax: (617) 727-7248
Website: www.mass.gov/dala

CRAB, an independent state body part of the Division of Administrative Law Appeal, hears appeals of decisions made by state, county, and municipal retirement boards.

Retirement (Public Employee)

Governor-4, State Auditor-3 MGL-7-49 EOAF
Public Employee Retirement Administration Commission (PERAC)
5 Middlesex Avenue, 3rd Floor
Somerville, MA 02145
Phone: (617) 666-4446
TTY: (617) 591-8917
Toll Free: (800) 445-3266 (Fraud Hotline)
Fax: (617) 628-4002
Website: www.mass.gov/perac

This agency, whose management was taken over by a seven-member commission under Chapter 427 of the Acts of 1996, oversees all of the 106 public pension systems in the state (including city, town, county and state pension systems). The agency's purpose is to develop uniform standards and regulations for the process of retirement. Among PERAC's powers and responsibilities are the authority to review all accidental or ordinary disability pensions granted by a retirement board and the right to have access to all books and records of any system. This agency is also authorized to examine the financial affairs and transactions of any system. In addition, they handle workers' compensation claims for state employees. For information about a public pension system, call the number for their main office listed above.

Retirement (Teachers)

Governor-1/2, Retirement Board-4 MGL-15-16 EOAF
Massachusetts Teacher's Retirement Board
1 Charles Park, 2nd Floor
Cambridge, MA 02142-1206
Phone: (617) 679-MTRS (6877)
Fax: (617) 679-1661
Email: geninfo@trb.state.ma.us
Website: www.mass.gov/mtrs

The retirement system of public school teachers in Massachusetts is administered by the Massachusetts Teachers Retirement Board.

Regional office:

101 State Street, Suite 210
Springfield, MA 01103-2066
Phone: (413) 784-1711
Fax: (413) 784-1707

Taxes

Governor-5 MGL-58A-1 EOAF
State Appellate Tax Board
100 Cambridge Street, Suite 200
Boston, MA 02114
Phone: (617) 727-3100
Fax: (617) 727-6234
Website: www.mass.gov/atb

The Appellate Tax Board is an independent, quasi-judicial administrative board which hears appeals of taxpayers who have been denied abatements for personal and property taxes and motor vehicle excise taxes by their local boards of assessors. The board also hears appeals of taxpayers who have been denied abatements in whole or in part on income, estate, and sales and use taxes by the Commissioner of Revenue.

Travel and Tourism

31 Appointments* MGL-23A-13C EOAF
Travel and Tourism Advisory Commission
10 Park Plaza, Suite 4510
Boston, MA 02116 U.S.A.
Phone: (617) 973-8500
Toll Free: (800) 227-MASS (*U.S. & Canada*)
Fax: (617) 973-8525
Email: vacationinfo@state.ma.us
Website: www.massvacation.com/industry

In 1997, the Massachusetts Legislature established the Advisory Commission on Travel & Tourism (ACT&T), which consists of representatives from 31 public and private organizations involved in the travel and tourism industry in Massachusetts Legislation. The ACT&T advises Massachusetts Office of Travel and Tourism on its marketing strategies.

**Refer to MGL-23A-13C or visit the website at www.massvacation.com.*

Underground Storage Tanks

Governor-6 MGL-21J-8 EOAF
Underground Storage Tank Unit
(*Division of the Dept. of Revenue*)
100 Cambridge Street (*Street Address*)
P.O. Box 9563 (*Mailing Address*)
Boston, MA 02114-9563
Phone: (617) 626-2600
Fax: (617) 626-2619
Website: www.mass.gov/dor

The Underground Storage Tank Unit oversees the operation of two programs: the Petroleum Cleanup Fund and the Cities and Towns Municipal Grants Program. Owners of gasoline/diesel fuel underground storage tanks can contact this agency for information on applying for remedial assistance.

Women's Business Enterprise

Governor-16 EO 390 EOAF
Women's Business Enterprise Advisory Board
(Division of Operational Services)
One Ashburton Place, Room 1017
Boston, MA 02108
Phone: (617) 720-3359
Email: amp@state.ma.us
Website: www.mass.gov/amp

The Affirmative Market Program (AMP), housed at the Operational Services Division was established in 1996 through Executive Order 390 (EO390), "*Establishing an Affirmative Market Program in Public Contracting*". EO390 instituted a policy to promote the award of state contracts in a manner that develops and strengthens certified Minority and Women Business Enterprises (M/WBEs). Our mission is to increase business opportunities for M/WBEs and to diversify our workforce.

EXECUTIVE OFFICE OF LABOR & WORKFORCE DEVELOPMENT

Suzanne M. Bump, Secretary
One Ashburton Place (617) 626-7122
Boston, MA 02108 www.mass.gov/eolwd

Conciliation and Arbitration

Governor-1 MGL-23-c EOLWD
Board of Conciliation and Arbitration
19 Staniford Street, 4th Floor
Boston, MA 02108
Phone: (617) 626-6921
Fax: (617) 626-6933
Website: www.mass.gov/bca

The function of the board is to promote the peaceful settlement of labor disputes through mediation, fact-finding, and arbitration. The mediation and fact-finding programs are designed to assist in the resolution of collective bargaining between public employers and labor unions.

Disabilities (Employment of People with)

Governor-28 MGL-6-105 EOLWD
Governor's Commission on the Employment of People with Disabilities
One Ashburton Place, Suite 2112
Boston, MA 02108
Phone: (617) 626-5692.
Website: www.mass.gov/dwd

The commission facilitates the employment of people with disabilities in the Commonwealth. Small business employers agree that employing people with disabilities is good business. Citizens with disabilities in Massachusetts are working in positions ranging from executives in Fortune 500 companies to professionals in health care as well as entry level positions in retail and hospitality.

Labor Relations

Governor-3 MGL-23-9o EOLWD
Labor Relations Commission (LRC)
19 Staniford Street, 1st Floor
Boston, MA 02114
Phone: (617) 626-7132
Fax: (617) 626-7157
Website: www.mass.gov/lrc

Formerly the State Labor Relations Commission, the division enforces collective bargaining laws applicable to all non-federal public employees and certain private sector employees. It conducts elections through which employees can choose whether to be represented by a union. It investigates charges filed by employees, unions, and employers alleging that the state's collective bargaining laws have been violated. It issues decisions and order remedies where appropriate. The LRC also handles requests for public information and issues orders that determine what subjects may be negotiated or mediated.

Workers Compensation

Governor-16 MGL-23E-15 EOLWD
Massachusetts Workers' Compensation Advisory Council
600 Washington Street
Boston, MA 02111
Phone: (617) 727-4900 x378
Fax: (617) 727-7122
Website: www.mass.gov/eolwd

The Advisory Council is a labor-management committee appointed by the Governor to monitor, oversee, and make recommendations to improve the workers' compensation system in the Commonwealth (Overview of the Workers' Compensation System). The Council meets once a month to discuss a variety of issues with the ultimate goal of reaching a consensus among the major stakeholders of the workers' compensation system.

Workforce Development

Governor-50, House Speaker-2, House Minority, Senate Pres-2,
Senate Minority-1 EO 413, 430 EOLWD
State Workforce Investment Board
One Ashburton Place, Room 2112
Boston, MA 02108
Phone: (617) 626-7122
TTY: (617) 727-4404
Website: www.massworkforce.org

Formerly the MassJobs Council, the State Workforce Investment Board serves as the Governor's principal advisory board on workforce development. The Board fulfills this mandate through primary areas of activity: linking workforce development to economic development, mobilizing the private sector, and coordinating the state delivery system. The steering committee is comprised of agency heads and representatives from state and local workforce development entities including, Department of Workforce Development, the Corporation for Business, Work and Learning, the Division of Employment and Training, the Mass Jobs Council, the Department of Education, Department of Transitional Assistance, the Massachusetts Rehabilitation Commission, the Regional Employment Board, and the Job Training Partnership Association.

EXECUTIVE OFFICE OF HOUSING & ECONOMIC DEVELOPMENT (EOHED)

Daniel O'Connell, Secretary

*One Ashburton Place
Boston, MA 02108*

*www.mass.gov/eohed
(617) 788-3610*

American and French Canadian Cultural Exchange

Governor-7 MGL-6-157 EOHED
American and French Canadian Cultural Exchange Commission

(Division of the Office of Policy Development)

100 Cambridge Street, Suite 300
Boston, MA 02114

Phone: (617) 573-1100

Fax: (617) 573-1285

Email: dhcdweb@hotmail.com

Website: www.mass.gov/dhcd

The commission establishes, maintains, and develops cultural ties between French-Canadians and Franco-Americans.

Community Development and Finance

Governor-6 MGL-40F-2 EOHED

Massachusetts Community Development Finance Corporation (MCDFC)

Karen Brann

155 Federal Street, Suite 202

Boston, MA 02110

Phone: (617) 523-6262

Fax: (617) 523-7676

Email: maloans@mcdcf.com

Website: www.mcdcf.com

Massachusetts Community Development Finance Corporation is a quasi-public corporation authorized by the Massachusetts legislature in 1975, under the statute of Chapter 40F, as one of the nation's first state-level community economic development finance institutions. The core mission of CDFC was to bring new economic activity and good quality jobs to Massachusetts' low-income areas working in conjunction with community development corporations (CDCs).

Community Economic Development

Governor-9 MGL-40H-3 EOHED

Community Economic Development Assistance Corporation (CEDAC)

1 Center Plaza, Suite 350

Boston, MA 02108.

Phone: (617) 727-5944

Fax: (617) 727-5990

Website: www.cedac.org

In 1978, the Commonwealth of Massachusetts created CEDAC to serve as a vital resource for organizations engaged in community economic development. CEDAC is a public-private, community development finance institution that provides technical assistance, pre-development lending, and consulting services to non-profit organizations

involved in housing development, workforce development, neighborhood economic development, and capital improvements to child care facilities. These organizations may include community or neighborhood development corporations, non-profit developers, and tenants' associations.

Economic Assistance

Governor-11 MGL-23A-3B EOHED
Coordinating Council on Economic Development
Industrial Commission, Grants & Funding
100 Cambridge Street, Suite 300
Boston, MA 02114
Phone: (617) 573-1350
Fax: (617) 573-1460
Website: www.mass.gov/dhcd

The Department of Housing and Community Development is concerned with the complex problems facing the state's municipalities and uses the agency's financial and human resources to help local governments holistically by building capacity, stabilizing their condition and improving their quality of life. The office is involved with infrastructure development and improvement, municipal government capacity building, land use planning, local economic development, housing rehabilitation and social services and sustainability.

Health Care

Governor-15 EO 395 EOHED
Governor's Advisory Commission on Managed Health Care
(*Division of the Office of Consumer Affairs, Insurance Division*)
One South Station, 5th Floor
Boston, MA 02110-2208
Phone: (617) 521-7372
Fax: (617) 521-7773
Email: bmc.mailbox@state.ma.us
Website: www.mass.gov/doi

The Bureau of Managed Care was created by Chapter 131 of the Acts of 2000, in conjunction with the Department of Public Health's Office of Patient Protection, (see next entry) to oversee and enforce compliance of health insurance carriers, insurers, and HMOs operating in the state. Contact this office to file a complaint phone, fax, or Email.

Housing Appeals

Governor-2, Housing Director-3 MGL-23B-5A EOHED
Housing Appeals Committee
(*Division of Housing & Economic Development-DHCD*)
100 Cambridge Street, Suite 300
Boston, MA 02114
Phone: (617) 573-1520
Fax: (617) 573-1515
Website: www.mass.gov/dhcd

Under Massachusetts General Law Chapter 40B:20-23, the "anti-snob" zoning act, also known as the comprehensive permit law, it is possible for a developer including locally based non-profit organizations to apply to the local zoning board of appeals for a comprehensive permit to build subsidized housing if the community does not have a minimum amount of such housing as delineated in the act. If the board turns down the request or makes building the houses economically unfeasible, the developer can appeal to the Housing Appeals Committee which will hear the case, review the local decision, and decide whether or not to override the community's zoning and other local regulations and issue the permit. Their Office of Local and Regional Planning handles zoning questions.

Indian Affairs

Governor-7 MGL-6A-8A EOHED
Massachusetts Commission on Indian Affairs (MCIA)
100 Cambridge Street, Suite 300
Boston, MA 02114
Phone: (617) 573-1291
Fax: (617) 573-1515
Email: indian_affairs@hotmail.com
Website: www.mass.gov/dhcd

The commission of seven members appointed by the governor was established in 1974 as an independent body to investigate problems common to American Indians and persons of American Indian descent who are Massachusetts residents. It provides a broad spectrum of services including a scholarship program. As part of the Native American Advocacy Program, the Commission drafts and supports federal and state legislation affecting Native Americans, as well as providing access to legal issues. The commission also implements the state law protecting unmarked gravesites, some of which are Native American, by providing re-interment for remains disinterred by development or construction projects.

Manufactured (Mobile) Homes

Governor-5 MGL-6-108 EOHED

Manufactured Home Commission

(Division of Housing & Economic Development-DHCD)

100 Cambridge Street, Suite 300

Boston, MA 02114

Phone: (617) 573-1100

Fax: (617) 573-1285

Email: dhcdweb@hotmail.com

Website: www.mass.gov/dhcd

The Manufactured (Mobile Homes) Home Commission, created by the legislature, is responsible for studying and reporting on issues and problems relating to manufactured homes, manufactured home communities (mobile home parks), and/or their tenants. The five member commission meets monthly and files reports with the legislature including recommendations for proposed legislation.

Professional Licenses

See Below MGL 13, MGL-10 EOHED

Division of Professional Licensure

(Division of the Office of Consumer Affairs & Business Regulations)

239 Causeway Street, 5th Floor

Boston, MA 02114

Phone: (617) 727-3074

Info: (617) 727-7406 *(Complains & Inquiries)*

TTY: (617) 727-2099

Fax: (617) 727-2197

Email: reg.director@state.ma.us

Website: www.mass.gov/dpl

The individual boards of registration and examination license professions and trades based upon statutory criteria and regulations. The Investigative Unit accepts complaints in writing against those whom the boards register or license. Each board can revoke or suspend licenses after investigation of serious complaints. The Division of Professional Licensure is under the jurisdiction of the Office of Consumer Affairs and Business Regulation.

**Refer to MGL-13 & MGL-10 or visit the website at www.mass.gov/dpl.*

Regional Office:

436 Dwight Street, Room 210

Springfield, MA 01103-1317

Phone: (413) 784-1152

Professionals (Board of Registration of)

Allied Health Professions: (617) 727-3071

(Athletic Trainers, Physical Therapists, Occupational Therapists)

Treasurer-3 MGL-10-70 DPL/OCABR

Allied Mental Health and Human Services Professions: (617)

727-3080 (Marriage and Family Therapist, Rehabilitation

(Alcoholism) Counselor, Mental Health Counselor)

Governor-11 MGL-13-11A DPL/OCABR

Architects: (617) 727-3072

Governor-11 MGL-13-88 DPL/OCABR

Barbers: (617) 727-7367

Governor-5 MGL-13-44a DPL/OCABR

Chiropractors: (617) 727-3093

Governor-7 MGL-13-64 DPL/OCABR

Cosmetologists: (617) 727-9940

(Aestheticians, Beauticians, Hairdressers, Manicurists)

Governor-7 MGL-13-42 DPL/OCABR

Dietitians & Nutritionists: (617) 727-9925

Governor-9 MGL-13-11D DPL/OCABR

Dispensing Opticians: (617) 727-5339

Governor-5 MGL-13-48 DPL/OCABR

Drinking Water Supply Facility Operators: (617) 727-6171

Governor-7 MGL-13-66B DPL/OCABR

Electricians: (617) 727-9931

(Firewarning, Alarm & other Power-Ltd Sys Techs & Contractors)

Governor-10 MGL-13-32 DPL/OCABR

Electrologists: (617) 727-3939

Governor-5 MGL-13-58 DPL/OCABR

Embalming and Funeral Directing: (617) 727-1718

Governor-10 MGL-13-45 DPL/OCABR

Engineers (Professional) and Land Surveyors: (617) 727-9957

Governor-5 MGL-13-29 DPL/OCABR

Health Officers (Certified): (617) 727-9925

Governor-8 MGL-13-70 DPL/OCABR

Hearing Instrument Specialists: (617) 727-5339

Board Director-6 MGL-13-93 DPL/OCABR

Home Inspectors: (617) 727-4459

Governor-5 MGL-13-96 DPL/OCABR

Landscape Architects: (617) 727-3072

Governor-5 MGL-13-67 DPL/OCABR

Optometry: (617) 727-3093

Governor-5 MGL-13-16 DPL/OCABR

Plumbers and Gasfitters: (617) 727-9952

Governor-9 MGL-13-36 DPL/OCABR

Podiatry: (617) 727-3093

Governor-5 MGL-13-12A DPL/OCABR

Psychology: (617) 727-9925

Governor-9 MGL-13-76 DPL/OCABR

Public Accountancy: (617) 727-1806

Governor-5 MGL-13-33 DPL/OCABR

Real Estate Appraisers: (617) 727-3055

Governor-7 MGL-13-92 DPL/OCABR

Real Estate Brokers and Salespeople: (617) 727-2373

Governor-5 MGL-13-54 DPL/OCABR

Sanitarians: (617) 727-3072

Governor-5 MGL-13-51 DPL/OCABR

Social Workers: (617) 727-3073

Governor-7 MGL-13-80 DPL/OCABR

Speech-Language Pathology and Audiology: (617) 727-3071

Governor-5 MGL-13-85 DPL/OCABR

Veterinary Medicine: (617) 727-3080

Governor-5 MGL-13-26 DPL/OCABR

Racing

Governor-6 MGL-6-48 EOHED

State Racing Commission

(Division of the Office of Consumer Affairs)

One Ashburton Place, Room 1313

Boston, MA 02108

Phone: (617) 727-2581

Fax: (617) 227-6062

Email: racing.commission@state.ma.us

Website: www.mass.gov/src

The State Racing Commission protects and upholds the integrity of the racing industry in Massachusetts. The Commission maintains fair and honest pari-mutuel racing by enforcing rules and regulations, proposing legislation and developing policies. Furthermore, it

ensures the legitimate performance of all racing animals and the accountability of pari-mutuel wagering.

Tourism

Governor 6 MGL-23G-43 EOHED

Regional Tourism Councils

(Division of the Office of Travel & Tourism)

Regional Tourism Councils

10 Park Plaza, Suite 4510

Boston, MA 02116 U.S.A.

Phone: (617) 973-8500

Toll-free: (800) 227-MASS *(U.S. & Canada)*

Fax: (617) 973-8525

Email: vacationinfo@state.ma.us

Website: www.mass.gov/mass-vacations.com

Massachusetts is divided into 13 regions, with a Regional Tourism Council responsible for marketing each area. The RTCs develop regional advertising and brochures, coordinate public relations, and oversee other marketing initiatives. They are non-profit, member-based organizations. Membership requirements vary. RTCs are an invaluable resource for information on attractions, accommodations, and other tourism businesses.

Zoo New England

Governor-15 MGL-92B-2 EOHED

Zoo New England

One Franklin Park Road

Dorchester, MA 02121

Phone: (617) 541-LION *(5466)*

Fax: (617) 989-2025

Website: www.zoonewengland.org

Walter D. Stone Zoo

149 Pond Street

Stoneham, MA 02180

Phone: (781) 438-5100

Fax: (781) 438-9517

Zoo New England, formerly the Commonwealth Zoological Corporation, was formed by Chapter 6, Acts of 1991 as a non-profit organization in but not subject to the Metropolitan District Commission.

The corporation has as its responsibility the care, custody, and control of the metropolitan zoos: the Franklin Park Zoo in Boston and the Walter D. Stone Zoo in Stoneham.

EXECUTIVE OFFICE OF PUBLIC SAFETY & SECURITY (EOPSS)

Kevin M. Burke, Secretary

*One Ashburton Place
Boston, MA 02108*

(617) 727-7775

www.mass.gov/eopss

Architecture

Governor-6 MGL-22-13A EOPSS

Massachusetts Architectural Access Board (AAB)

One Ashburton Place, Room 1310

Boston, MA 02108

Phone: (617) 727-0660

TTY: (617) 727-0019

Toll Free: (800) 828-7222 (*within MA only*)

Fax: (617) 727-0665

Website: www.mass.gov/aab

The Massachusetts Architectural Access Board is a regulatory agency within the Executive Office of Public Safety. Its legislative mandate states that it shall develop and enforce regulations designed to make public buildings accessible to, functional for, and safe for use by persons with disabilities. The regulations it enforces are designed to provide full and free use of buildings and facilities so that persons with disabilities may have the education, employment, living and recreational opportunities necessary to be as self-sufficient as possible and to assume full responsibilities as citizens.

Boxing

Governor-3 MGL-22-12 EOPSS

State Boxing Commission

One Ashburton Place, Room 1301

Boston, MA 02108

Phone: (617) 727-3200

Fax: (617) 727 5732

Email: dpsinfo@state.ma.us

Website: www.mass.gov/dps

The State Boxing Commission regulates professional and amateur boxing as well as kickboxing in Massachusetts. The Commission does not presently have the authority to regulate Mixed Martial Arts events. The Commission is comprised of three members, known as Commissioners, who are appointed to serve by the Governor. The Commission derives its authority from Massachusetts General Laws chapter 22, section 12. Further, the Commission has enacted its own regulations which are codified in title 523 of the Code of Massachusetts Regulations ("CMR").

Building Regulations and Standards

Governor-11 MGL-143-93 EOPSS

State Board of Building Regulations and Standards (BBRS)

One Ashburton Place, Room 1301

Boston, MA 02108

Phone: (617) 727-3200

TTY: (617) 727-4266

Fax: (617) 248-0813

Website: www.mass.gov/bbrs

The Board of Building Regulations and Standards has the sole responsibility for maintaining the State Building Code. The State Building Code contains provisions for structural safety by specifying loading criteria for dead, live, wind, snow and seismic loads; has provisions for foundation and structural design; contains life safety provisions to provide for safe egress from buildings in the event of an emergency; contains provisions for fire safety through the installation of automatic sprinkler and fire detection and alarm systems and; standards for energy conservation in buildings.

Criminal History

Governor-9 MGL-6-168 EOPSS

Criminal History Systems Board (CHSB)

200 Arlington Street, Suite 2200

Chelsea, MA 02150

Phone: (617) 660-4600

TTY: (617) 660-4606

Fax: (617) 660-4613

Website: www.mass.gov/chsb

The Criminal History Systems Board operates the Criminal Justice Information System (CJIS), an extensive database containing detailed criminal record information on every convicted adult in the state,

which is available to police departments through terminals connected to a central network. The board has access to criminal records from all over the country through the National Law Enforcement Telecommunications Systems (NLETS) and interfaces with the Registry of Motor Vehicles computer network to keep track of license suspensions, driver histories, and the status of vehicle registrations

Criminal Justice

Governor-23 MGL-6-156 EOPSS
Massachusetts Committee for Criminal Justice
10 Park Plaza, Suite 3720
Boston, MA 02116
Phone: (617) 725-3301
Fax: (617) 725-0260
Website: www.mass.gov/eops

Formerly the Programs Division, and now known as Grants and Research this is the state's planning agency for federal and state criminal justice grants. On an annual basis, the Programs Division provides funding and training to the cities and towns of Massachusetts through its various grant programs to include justice and education, highway safety, homeland security and law enforcement issues. It serves as staff to the Governor's Statewide Anti-Crime Council and administers the Drug Abuse Resistance Education (D.A.R.E.) Program for local Massachusetts communities. D.A.R.E. is a drug abuse prevention and education program designed to equip elementary school children with the necessary skills needed to resist the peer pressure to experiment with drugs, alcohol and tobacco.

Elevator Regulations

Governor-9 MGL-22-11 EOPSS
Board of Elevator Regulations
One Ashburton Place, Room 1301
Boston, MA 0210
Phone: (617) 727-3200
Fax: (617) 727-5732
Email: DPSInfo@state.ma.us
Website: www.mass.gov/dps

The Board of Elevator Regulations regulates the construction, installation, alteration and operation of all elevators in Massachusetts. The term "elevator" includes moving stairways, dumbwaiters, moving walks, material lifts and dumbwaiters with automatic transfer devices,

wheelchair lifts, automatic people movers and other associated devices that are commonly included within the elevator industry.

Emergency Telecommunications

Governor-13 MGL-6A-18B EOPSS
Statewide Emergency Telecommunications Board
1380 Bay Street
Taunton, MA 02780
Phone: (508) 828-2911
Website: www.mass.gov/e911/core.htm

The State 911 Department provides E911 equipment, database, network and technical support services to all primary Public Safety Answering Points (PSAP). As well, the agency sponsors and conducts numerous training programs and professional development courses for state and municipal 9-1-1 telecommunicators. The State 911 Department publishes a variety of educational materials designed to promote the appropriate use of our E9-1-1 network.

Fire Services

Governor-14 MGL-22D-4 EOPSS
Fire Services/Boards and Commissions
State Road, P.O. Box 1025
Stow, MA 01775
Website: www.mass.gov/eops

Board of Fire Prevention Regulations

Governor-14 MGL-22D-4 EOPSS
Phone: (978) 567-3183

The Board of Fire Prevention Regulations is the state regulatory board charged with promulgating the Massachusetts Fire Prevention Regulations (Fire Safety Code). The board is comprised of 14 members who are appointed by the Governor for a six-year term.

Fire Safety Commission (Automatic Sprinkler Appeals Board)

Governor-9 MGL-6-200, 201 EOPSS
Phone: (978) 567-3157

The Fire Safety Commission is statutorily charged with promulgating all rules and regulations for the implementation of a statewide plan for the installation of automatic sprinklers in all buildings and structures of more than seventy feet in height. The

Automatic Sprinkler Appeals Board of the Commission conducts hearings in accordance with 530 CMR2.00 for persons seeking relief from any order or requirement of the head of the fire department. The commission is composed of nine members.

Massachusetts Fire Services Commission

Governor-6 MGL-6-165B EOPSS

Phone: (978) 567-3118

The Fire Services Commission is statutorily charged with the appointment of the State Fire Marshal; promulgation of regulations and policies pertaining to the operation of the Office of the State Fire Marshal; review of the annual budget developed by the Office of the State Fire Marshal; advising the Office of the State Fire Marshal regarding state and national fire codes; and consulting with the Massachusetts Fire Training Council to develop standards for fire investigation and certification. The seven-member commission is composed of the Secretary of Public Safety (ex-officio) and six appointed members as follows: four fire chiefs, one firefighter, and one member of the insurance industry.

Hazardous Material Mitigation Emergency Response Advisory Board

Governor-4 MGL-21K-2 EOPSS

Massachusetts Department of Fire Services

Phone: (978) 567-3152

Website: www.mass.gov/eops

The Hazardous Material Mitigation Emergency Response Advisory Board oversees procedure and policy. This board consists of the State Fire Marshal, two representatives of the Fire Chief's Association of Massachusetts, a representative of the Professional Fire Fighters Association of Massachusetts and the presiding President of the Massachusetts Association of Hazardous Material Technicians.

Massachusetts Fire Training Council

Governor-13 MGL-6-164,165 EOPSS

Phone: (978) 567-3126

Website: www.mass.gov/eops

The Massachusetts Fire Training Council is the sole certifying agency for certification of all levels of fire service personnel in the Commonwealth. The council has statutory authority

to promulgate rules and regulations for the operation of the Massachusetts Firefighting Academy and has the authority to approve courses and curriculum taught by the academy. The Fire Training Council is a thirteen-member body appointed by the Governor.

Gun Control

Governor-7 MGL-140-1311 EOPSS

Massachusetts Gun Control Advisory Board (MGCAB)

P.O. Box 663

Lee, MA 01238

Email: GCAB@eps.state.ma.us

The Massachusetts Gun Control Advisory Board was established for the purpose of providing the Secretary of Public Safety with advice on the implementation of existing Massachusetts firearms law. The GCAB holds monthly public meetings to discuss a variety of issues that fall within the parameters of their statutory responsibility. The board can be reached via electronic or U.S. Mail.

Juvenile Justice

Governor-15 EO 166, 204 EOPPS

Juvenile Justice Advisory Committee (JJAC)

One Ashburton Place, Suite 2133

Boston, MA 02108

Phone: (617) 727-7775

Fax: (617) 727-4764

TTY: (617) 727-6618

Website: www.mass.gov/jjac

The JJAC is charged with the responsibility to help coordinate juvenile justice and delinquency prevention efforts in the Commonwealth. With Federal grant money and guided by issues raised in the statewide plan, the JJAC funds programs, projects, and activities that implement the JJDP Act's goals. In addition, the JJAC provides policy recommendations to the Governor and state legislators on juvenile justice matters. Other tasks include: maintaining an awareness of State and Federal laws pertaining to juvenile justice, understanding the flow of the juvenile justice system, and familiarization with juvenile facilities and programs.

**Medicolegal Investigations
aka Medical Examiner**

Governor-16 MGL-6-184 EOPSS
Commission on Medicolegal Investigations
(*Division of the Office of the Chief Medical Examiner*)
720 Albany Street
Boston, MA 02118
Phone: (617) 267-6767
Fax: (617) 266-6763
Website: www.mass.gov/eops

The Chief Medical Examiner (formerly known as the Coroner system) has the responsibility to determine cause and manner of death in all cases of suspected homicide, suicide, accidents, drug overdoses, and sudden and unexpected natural deaths. The office also oversees and reviews the work of all medical examiners in the Commonwealth, enforces the rules and regulations approved by the Commission on Medicolegal Investigations, and ensures that the records of medical investigations and autopsies are received and properly kept.

Parole/Pardon

Governor-7 MGL-27-4 EOPSS
Mass Parole Board & Advisory Board of Pardons
Y12 Mercer Road
Natick, MA. 01760
Phone: (508) 650-4500
Toll Free: (888) 298-6272 (*Victim's Line*)
Fax: (508) 650-4599
Website: www.mass.gov/eops

The Parole Board monitors statutorily-established parole eligible dates, prepares case files for consideration, and supervises released offenders through its regional offices. It also acts as the Advisory Board of Pardons. To apply for a pardon, obtain forms by contacting the Parole Board or the Governor's Council, State House, Room 184, Boston MA 02133. Phone: (617) 725-4015, 4016.

Pipefitters, Refrigeration Technicians & Sprinkler Fitters,

Governor-10 MGL-22-10A EOPSS
Bureau of Pipefitters, Refrigeration Technicians & Sprinkler Fitters
(*Division of the Dept. of Public Safety, Division of Inspection*)
One Ashburton Place, Room 1301
Boston, MA 02108-1618

Phone: (617) 727-3200
TTY: (617) 727-4266
Fax: (617) 248-0813
Website: www.mass.gov/dps

This section is responsible for the inspection of boilers, pressure vessels, air tanks, nuclear steam power plants, refrigeration and air-conditioning systems, amusement devices, and fire protection sprinkler systems. It licenses pipefitters, firemen engineers, refrigeration and oil burner technicians, nuclear power plant engineers and operators, hoisting machinery (forklift, hydraulic, crane) operators, elevators/escalators, amusement device operators (such as bungee jumping), fire protection sprinkler system contractors and sprinkler fitters, and carriage horse operators (horse and buggy). It examines the applicants and issues certificates of competency for inspectors of boilers, pressure vessels, and amusement devices.

Police Training (Municipal)

Governor-8 MGL-6-116 EOPSS
Municipal Police Training Committee (MPTC)
1380 Bat Street, Cottage B
Taunton, MA 02780
Phone: (508) 821-2644
Fax: (508) 824-2193
Website: www.mass.gov/mptc

Formerly the Massachusetts Criminal Justice Training Council, MPTC's membership, comprised of leading criminal justice officials, provides and approves training curricula for criminal justice agencies including officers at municipal police departments, correctional facilities, secure facilities for juveniles, and parole officers. The committee also approves and offers in-service training on various topics including rape investigation, domestic violence, suicide prevention, hate crimes, and the administration of breathalyzer tests. It identifies unmet needs, promotes better coordination of programs, serves as a permanent planning body, and plays a strong advocacy role to develop home, family, and community support programs.

Sex Offender Registry

Governor-7 MGL-6-178K EOPSS
Sex Offender Registry Board
(*Division of Crime Prevention & Personal Safety*)
P O Box 4547

Salem MA 01970

Phone: (978) 740-6400

Toll Free: (800) 93MEGAN (936-3426) (*within Mass. only*)

Fax: (978) 740-6464

Website: www.mass.gov/sorb

The Sex Offender Registry Board is the state agency responsible for keeping track of convicted sex offenders and classifying each offender so the public may receive information about offenders who live and work in each community. The goal of the registry is to educate the public and to prevent further victimization.

Tramway

Governor-4 MGL-143-71H EOPSS

Recreational Tramway Board

(*Division of the Dept. of Public Safety*)

One Ashburton Place, Room 1301

Boston, MA 02108

Phone: (617) 727-3200

TTY: (617) 727-4266

Fax: (617) 248-0813

Website: www.mass.gov/dps

The board issues regulations for the licensing, construction, operation, and maintenance of recreational tramways such as ski tows, chair lifts, two and multi-car aerial passenger cable cars, and skimobiles in the Commonwealth. It also regulates the inspection, licensing, and certification of inspectors of all such tramways.

Violence (Sexual and Domestic)

Governor-30 EO 450 EOPSS

Governor's Commission on Sexual and Domestic Violence

One Ashburton Place, Suite 2133

Boston, MA 02108

Phone: (617) 727-7775

Fax: (617) 727-4764

TTY: (617) 727-6618

Email: eopsinfo@state.ma.us

Website: www.mass.gov/eops

This council replaces a previous commission. Lt. Governor Timothy Murray will chair the council that will consist of up to 30 members appointed by the Governor. The Executive Order tasks the council with specific projects, including creation of a guide for law

enforcement agencies regarding adult sexual assault response, revision of the Commonwealth's law enforcement response guide for domestic violence, and an annual report to the Governor. Ms. Sheridan Haines was selected by Governor Patrick to serve as the executive director of the council.

EXECUTIVE OFFICE OF ENERGY & ENVIRONMENTAL AFFAIRS (EOEE)

Ian A. Bowles, Secretary

100 Cambridge Street

Boston, MA 02114

(617) 626-1000

www.mass.gov/eoeea

Archaeological (Underwater) Resources

Governor-3, Sec'y of the Executive Office
of Energy & Environmental Affairs (EOEE) -7

MGL-6-179/180 MGL-91-63 EOEE

Board of Underwater Archaeological Resources

(*Division of Coastal Zone Management-CZM*)

251 Causeway Street, Suite 800

Boston, MA 02114

Phone: (617) 626-1141

Fax: (617) 626-1181

Email: victor.mastone@state.ma.us

Website: www.mass.gov/czm/buar

Under Massachusetts General Law Chapter 6, sections 179-180, and Chapter 91, section 63, the Board is charged with the responsibility of encouraging the discovery and reporting, as well as the preservation and protection, of underwater archaeological resources. Generally, those resources are defined as abandoned property, artifacts, treasure troves, and shipwrecks which have remained unclaimed for over 100 years, or exceed a value of \$5,000, or are judged by the Board to be of historical value. The Commonwealth holds title to these resources and retains regulatory authority over their use. The Board's jurisdiction extends over the inland and coastal waters of the state.

Berkshire Regional Planning

1 delegate & 1 alternate elected by each city/town planning board-64*

MGL-40B-4 EOEE

Berkshire Regional Planning Commission

(Division of the Dept. of Conservation and Recreation)

1 Fenn Street, Suite 201
Pittsfield, MA 01201
Phone: (413) 442-1521
Fax: (413) 442-1523
Email: nkarns@berkshireplanning.org
Website: www.berkshireplanning.org

The Berkshire Regional Planning Commission responsibilities include land use, transportation, economic development, and environmental management and aim to provide comprehensive planning. The Commission, composed of one Delegate and one Alternate from each member community, as well as a commission staff, is required to study the problems, needs, and resources of the region and to make recommendations for physical, social, governmental, and economic improvements in the Berkshires. BRPC is responsible for regional review procedures required by numerous federal and state programs. In addition, BRPC has been designated a regional depository for the U.S. Census. BRPC also has major transportation planning responsibilities mandated by federal law.

**Refer to MGL-40B-4 or visit the website at www.berkshireplanning.org.*

Boating and Recreational Vehicle Safety

Governor-7 MGL-21A-11 EOEE
Boat and Recreation Vehicle Safety Bureau
(Division of the Dept. of Conservation and Recreation-DCR)
Captain George Agganis
1 Trowbridge Road
Bourne, MA 02532
Phone: (508) 759-0002
Fax: (508) 759-3357
Email: george.agganis@state.ma.us
Website: www.mass.gov/dfwele/dle/boatrvsafe.htm

This Bureau coordinates boating and recreational vehicle safety programs throughout the Commonwealth. Boat Massachusetts addresses fundamental safety concepts and emphasizes the operator's legal and ethical responsibilities. Safety and legal demonstrations are offered to groups of boaters, snowmobile riders, and all-terrain-vehicle users, with programs tailored to a group's particular needs. The Bureau informs and educates the public through the development of media campaigns designed for TV, radio, and the print media, in addition to attending trade shows and public events with its safety exhibit. The Bureau is also

responsible for the investigation of all motorboat and recreational vehicle accidents that cause substantial property damage, serious injuries, or fatalities.

Central Massachusetts Regional Planning

1 delegate & 1 alternate elected by each city planning board*
MGL-40B-4 EOEE
Central Mass. Regional Planning Commission
(Division of the Dept. of Conservation and Recreation)
2 Washington Square, 2nd Floor
Worcester, MA 01604
Phone: (508) 756-7717
Fax: (508) 792-6818
Email: ladams@cmrpc.org
Website: www.cmrpc.org

The Central Massachusetts Regional Planning Commission (CMRPC), formed in 1965, is the designated regional planning entity for the Central Massachusetts region, which includes the City of Worcester and the surrounding 39 communities. This region encompasses the southern two-thirds of Worcester County. CMRPC provides municipal and regional planning for Land Use and Transportation, as well as a variety of Community Development services, Transit Planning for the region's transit authority, Geographic Information Services (GIS), staffing for MORE (Municipalities Organized for Regional Effectiveness), and other programs.

**Refer to MGL-40B-4 or visit the website at www.cmrpc.org.*

Energy Facilities

Governor-9 MGL-164-69H EOEE
Energy Facilities Siting Board
(Division of the Dept. of Energy Resources, Public Utilities)
One South Station
Boston, MA 02110
Phone: (617) 305-3525
Fax: (617) 443-1116
Website: www.mass.gov/dpu/siting_board.htm
Email: siting.board@state.ma.us

The board reviews long range forecasts of supply and demand from all electric and gas utilities in the Commonwealth. It approves new energy facilities, including power plants, transmission lines and substations, gas pipelines, storage, liquefaction, and production facilities.

It acts as lead agency for the development of hydroelectric power, including new dam sites or refurbished sites. The board also issues certificates of environmental need and public necessity for much-needed facilities, certifies oil refineries, and issues eminent domain orders for oil pipelines.

Energy (Renewable)

Governor-15 MGL-40J-4E EOEE
Advisory Committee to the Mass. Renewable Energy Trust Fund
(*Division of the Dept. of Energy Resources*)
MA Tech Park Corporation
75 North Drive
Westborough, MA 01581
Phone: (508) 870-0312
Fax: (508) 898-2275
Email: mtc@masstech.org

The Renewable Energy Trust seeks to maximize environmental and economic benefits for the Commonwealth's citizens by pioneering and promoting clean energy technologies and fostering the emergence of sustainable markets for electricity generated from renewable sources. The Trust provides financial assistance to individuals and businesses for solar panels and wind turbines at their homes and facilities, works with communities to incorporate green design into schools, helps emerging clean energy businesses flourish in the Commonwealth.

Fisheries and Wildlife

Governor-7 MGL-21-7, MGL-131-1A EOEE
Fisheries and Wildlife Board
(*Division of the Dept. of Fish & Game*)
251 Causeway St., Suite 400
Boston, MA 02114
Phone: (617) 626-1590
Website: www.mass.gov/dfwele/dfw

The seven person Fisheries and Wildlife Board was created by the Massachusetts legislature in 1948 and is assigned the responsibility of supervision and control of the Division of Fisheries and Wildlife. The Board's mandate is to protect and manage the wildlife of the Commonwealth as an essential public natural resource for the use and enjoyment of all citizens who hunt, fish, trap, and enjoy nature study and observation. This includes all mammals, birds, and freshwater fish, plus insects, invertebrates and plants that are listed under state and federal

regulations as rare, endangered, threatened, or of special concern - over 400 species in total. All public meetings and hearings are posted on the agency website as well as at agency facilities.

Food and Agriculture

Governor-7 MGL-20-1 EOEE
Board of Food and Agriculture
(*Division of the Dept. of Agricultural Resources*)
251 Causeway Street, Suite 500
Boston, MA 02114
Phone: (617) 626-1700
Fax: (617) 626-1850
Website: www.mass.gov/agr

The Department of Agricultural Resources' mission is to support, promote and enhance the long-term viability of Massachusetts agriculture with the aim of helping this state's agricultural businesses become as economically and environmentally sound as possible. By so doing, it is hoped that our farmers will continue to support and maintain thousands of acres of valuable open space for the benefit of the state's economy and environment.

Hazardous Waste

Governor-9 MGL-21C-3 EOEE
Hazardous Waste Advisory Commission
(*Division of the Dept. of Environmental Protection*)
One Winter Street
Boston, MA 02108
Phone: (617) 292-5500
Website: www.mass.gov/dep

The Department of Environmental Protection administers the Commonwealth's environmental regulatory programs for air, water, solid waste, and land use controls. Through its four bureaus, the department has the authority and responsibility for the management and control of air quality, regulation of the activities affecting wetlands, oversight and regulation of the quality of drinking water, management of water quality, control of pollution of all waters of the Commonwealth including ground water, control of aquatic vegetation, regulation of the disposal of all solid wastes, the storage and transportation of hazardous wastes, protection of offshore resources, regulation of billboards, and assurance of the sanitary quality of shellfish harvesting areas. DEP regulates more than 13,000 facilities across Massachusetts, including factories, commercial

establishments, gas stations, power plants, landfills, incinerators, and wastewater treatment facilities. The four bureaus are, Waste Prevention, Resource Protection, Waste Site Cleanup, and the Bureau of Strategic Technology.

Hazardous Waste Site Cleanup Professionals

Governor-10 MGL-21A-19A EOEE

Board of Registration of Hazardous Waste Site Cleanup Professionals

(Division of the Dept. of Environmental Protection)

One Winter Street, 3rd Floor

Boston, MA 02108

Phone: (617) 556-1091

Fax: (617) 292-5872

Email: lsp.board@state.ma.us

Website: www.mass.gov/lsp

This board determines whether applicants meet the criteria to obtain a license as a Licensed Site Professional (LSP). Massachusetts General Laws required the establishment of this board and the licensure of LSPs, who issue Waste Site Cleanup Activity Opinions. These opinions, filed with the Department of Environmental Protection, describe whether contamination is present at a particular site, the work needed for site cleanup, and whether that work has been completed.

Marine Fisheries

Governor-9 MGL-21-5A EOEE

Marine Fisheries Advisory Commission

(Division of the Dept. of Fish & Game)

251 Causeway Street, Suite 400

Boston, MA 02114

Phone: (617) 626-1520

Email: mfac@state.ma.us

Website: www.mass.gov/dfwele/index.htm

The Department of Fish and Game works to preserve the state's natural resources and people's right to conservation of those resources, as protected by Article 97 of the Massachusetts Constitution. To carry out this mission, the Department exercises responsibility over the Commonwealth's marine and freshwater fisheries, wildlife species, plants, and natural communities, as well as the habitats that support them.

Mosquito Control

Dept. of Environmental Protection (DEP) Commissioner, 3

Dept. of Agricultural Resources (DAR) Commissioner, 3

Dept. of Conservation & Recreation (DCR) Commissioner, 3

MGL-252-2 EOEE

State Reclamation and Mosquito Control Board

(Division of the Dept. of Agricultural Resources)

251 Causeway Street, Suite 500

Boston, MA 02114

Phone: (617) 626-1700

Fax: (617) 626-1850

Website: www.mass.gov/agr/mosquito

The board, which has the statutory responsibility to oversee mosquito control activities in the Commonwealth, administers funds and provides technical assistance to the nine regional mosquito control projects. It also gives technical assistance to communities that have or wish to establish mosquito control programs.

Pesticides

Governor-7 MGL-132B-3 EOEE

Pesticide Board

(Division of the Dept. of Agricultural Resources)

Website: www.mass.gov/agr/pesticides

There shall be within the department of food and agriculture a pesticide board which shall advise the commissioner of food and agriculture with respect to the implementation and administration of this chapter.

Schooner Eenestina Commission

Governor-9 MGL-6-182A EOEE

Schooner Ernestina Commission

New Bedford State Pier

PO Box 2010

New Bedford, MA 02741-2010

Phone: (508) 992-4900

Fax: (508) 984-7719

Email: office@ernestina.org

Website: www.ernestina.org

The commission is devoted to the restoration work on the 114-year-old hull of the schooner Ernestina. Work is done at the Boothbay Harbor Shipyard in Maine. The project team includes representatives

from the shipyard, the U.S. Coast Guard, the Ernestina and the National Parks Service, which is using a federal grant to develop drawings, histories and photographs of the vessel as a reference document to preserve the historical integrity of the vessel.

Seaports

Governor-8 EO 376, 379,386 EOEE
Massachusetts Seaport Advisory Council
40 Center Street
Fairhaven, MA 02719
Phone: (508) 999-3030
Fax: (508) 999-6442
Email: rick.armstrong@state.ma.us
Website: www.mass.gov/seaports

This state government council was created by executive order to advise the Governor about seaport development policy and funding and to coordinate all seaport development activities in the Commonwealth. The council oversees implementation of infrastructure improvement, harbor dredging, and intermodal transportation facilities. Not only are traditional waterfront facilities such as docks, piers, cold storage and warehousing improved, but a completely integrated double-stack rail network across the state will be established. There are five ports in Massachusetts: Boston, Fall River, Gloucester, New Bedford and Salem.

Toxins Use Reduction

Governor-13 MGL-21I-5 EOEE
Toxins Use Reduction Advisory Board
100 Cambridge Street, Suite 900
Boston, MA 02114
Phone: (617) 626-1060
Fax: (617) 626-1095
Website: www.mass.gov/envir/ota

The Office of Technical Assistance for Toxics Use Reduction, a branch of the Massachusetts Executive Office of Environmental Affairs, is a nonregulatory state agency whose mission is to assist industry in reducing the use of toxic substances and/or the generation of toxic byproducts. OTA's confidential; non-regulatory services are available at no charge to Massachusetts businesses and institutions that use toxic chemicals. The Office was established by the 1989 Toxics Use Reduction -Act (TURA).

Water Resources

Governor-5 MGL-21A-8A EOEE
Water Resources Commission
(Division of the Dept. of Conservation & Recreation, Water Resources)
251 Causeway Street
Boston, MA 02114
Phone: (617) 626-1395
Email: anne.monnelly@state.ma.us or michele.drury@state.ma.us
Website: www.mass.gov/envir/mwrc/default.htm

The Massachusetts Water Resources Commission (MWRC) is chaired by the Secretary of Environmental Affairs Ian A. Bowles and is comprised of state officials and public members who are responsible for developing, coordinating and overseeing the Commonwealth's water policy and planning activities. In addition to statewide water policy planning and oversight, the Commission advises the Department of Environmental Protection (DEP) in the administration and enforcement of water pollution control policies and regulations.

EXECUTIVE OFFICE OF EDUCATION (EDU)

Paul Reville, Secretary
One Ashburton Place
Boston, MA 02108

(617) 619-5637
www.mass.gov/edu

Education

Governor-7 MGL-15-1E, MGL-15-1G EDU
State Board of Education
350 Main Street
Malden, MA 02148
Phone: (781) 338-3111
Fax: (781) 338-3770
Email: www@doe.mass.edu
Website: www.doe.mass.edu/boe

This board, consisting of citizens appointed by the governor, sets policies and establishes state standards for educational programs in all public elementary and secondary schools, for certain programs in post-secondary schools (non-college credit), and for programs of adult and continuing education.

Education (Early Care)

Governor-6 MGL-15D-3 EDU
Department of Early Education Care
Early Education Care Board
51 Sleeper Street, 4th Floor
Boston, MA 02210

Phone: (617) 988-6600

Fax: (617) 988-2451

Email: commissioners.office@massmail.state.ma.us

Website: www.mass.gov/eec

EEC's mission is to lead the way in helping Massachusetts children and families reach their full potential. By providing and coordinating a range of services and assistance, EEC will continuously improve the quality, affordability, and accessibility of early education and care in the Commonwealth.

Education (College)

Governor-6 MGL-15A-4 EDU
Board of Higher Education
One Ashburton Place, Room 1401
Boston, MA 02108

Phone: (617) 994-6950

Fax: (617) 727-6397

Email: bhe@bhe.mass.edu

Website: www.mass.edu

The Board of Higher Education is the coordinating board for twenty nine institutions of public higher education. The board is responsible for defining the mission of the higher education system and its three segments: the university, state college, and community college segments. The board makes recommendations to the university on its annual budget. The board's responsibilities for the state college and community college segment are as follows: academic affairs; budget preparation; fiscal and management affairs; planning, research, and development; student services; and employee relations. The board will continue to approve new degree programs in public sector and new charter amendments in private sector. The board oversees the following offices: Policy and Planning; Admissions and Financial Aid; Human Resources; and the General Counsel. Each Board has 10 members elected by the governor and 1 Alumnus. (MGL-15A-21)

Berkshire Community College

Dr. Paul Raverta, Interim Pres.
1350 West Street

Pittsfield, MA 01201

Phone: (413) 499-4660

Email: president@berkshirecc.edu

Website: www.cc.berkshire.org

Bridgewater State College

Louis M. Riccardi, Chairman

131 Summer Street

Bridgewater, MA 02325

Phone: (508) 531-1201

Email: szaloga@bridgew.edu

Website: www.bridgew.edu

Bristol Community College

Dr. John Sbrega, President

777 Elsbree Street

Fall River, MA 02720

Phone: (508) 678-2184

Email: john.sbrega@bristolcc.edu

Website: www.bristol.mass.edu

Bunker Hill Community College

Dr. Mary L. Fifield, President

250 New Rutherford Avenue

Charlestown, MA 02129

Phone: (617) 228-2400

Website: www.bhcc.mass.edu

Cape Cod Community College

Dr. Kathleen Schatzberg, President

2240 Iyanough Road

West Barnstable, MA 02668

Phone: (508) 362-2131 x4300

Email: kschatzb@capecod.edu

Website: www.capecod.mass.edu

Fitchburg State College

Dr. Robert Antonucci, President
160 Pearl Street
Fitchburg, MA 01420
Phone: (978) 665-3101
Email: rantonucci@fsc.edu
Website: www.fsc.edu

Framingham State College

Dr. Timothy Flanagan, President
100 State Street
Framingham, MA 01701
Phone: (508) 620-1220 ext: 4575
Website: www.framingham.edu

Greenfield Community College

Dr. Robert Pura, President
1 College Drive
Greenfield, MA 01301
Phone: (413) 775-1412
Email: pura@gcc.mass.edu
Website: www.gcc.mass.edu

Holyoke Community College

Dr. William Messner, President
303 Homestead Avenue
Holyoke, MA 01040
Phone: (413)-538-7000
Email: wmessner@hcc.edu
Website: www.hcc.edu

Massachusetts Bay Community College

Dr. Carole H. M. Berotte Joseph, President
Wellesley Hills Campus
50 Oakland Street
Wellesley, MA 02481
Phone: (781) 239 3000
Email: info@massbay.edu
Website: www.massbay.edu

Framingham Campus

19 Flagg Drive
Framingham, MA 01702
Phone: (781) 239-3000
TTY: (781)239-2513
Email: board@massbay.edu
Website: www.massbay.edu

Massachusetts College of Art

Dr. Katherine H. Sloan
621 Huntington Avenue
Boston, MA 02115
Phone: (617) 879-7000
Email: katherine.sloan@massart.edu
Website: www.massart.edu

Massachusetts College of Liberal Arts

Dr. Mary K. Grant, President
375 Church Street
North Adams, MA 01247
Phone: (413) 662-5201
Email: mary.grant@mcla.edu
Website: www.mcla.edu

Massachusetts Maritime Academy

ADM Richards G. Gurnon
101 Academy Drive
Buzzards Bay, MA 02532
Phone: (508) 830-5001
Email: rgurnon@maritime.edu
Website: www.maritime.edu

Massasoit Community College

Dr. Charles Wall, President
1 Massasoit Boulevard
Brockton, MA 02302
and
900 Randolph Street
Canton, MA 02021
Phone: (508) 588-9100
Website: www.massasoit.mass.edu

Middlesex Community College

Dr. Carole Cowan, President
591 Springs Road
Bedford, MA 01730
33 Kearney Square
Lowell, MA 01852
Phone: (978) 656-3100
Toll Free: (800) 818-3434
Email: cowanc@middlesex.mass.edu
Website: www.middlesex.cc.ma.us

Mount Wachusett Community College

Dr. Daniel M. Asquino, President
444 Green Street
Gardner, MA 01440
Phone: (978) 630-9101
Email: dasquino@mwcc.mass.edu
Website: www.mwcc.mass.edu

Northern Essex Community College

Dr. David Hartleb, President
100 Elliot Street
Haverhill, MA 01830
45 Franklin Street
Lawrence, MA 01841
Phone: (978) 556-3855
Email: dhartleb@necc.mass.edu
Website: www.necc.mass.edu

North Shore Community College

Dr. Wayne Burton
1 Ferncroft Road
Danvers, MA 01923
Phone: (978) 762-4303
Email: wburton@northshore.edu
Website: www.northshore.edu

Quinsigamond Community College

Gail Carberry, President
670 Boylston Street

Worcester, MA 01606

Phone: (508) 853-2300

Website: www.qcc.edu

Roxbury Community College

Dr. Terrence Gomes, President
1234 Columbus Avenue
Roxbury Crossing, MA 02120
Phone: (617) 427-0060 ext. 5301
Email: tgomes@rcc.mass.edu
Website: www.rcc.mass.edu

Salem State College

352 Lafayette Street
Salem, MA 01970
Phone: (978) 542-6613
Email: trustees@salemstate.edu
Website: www.salemstate.edu/trustees

Springfield Technical Community College

Rubenzahl, President
1 Armory Square, Suite 1
PO Box 9000
Springfield, MA 01102
Phone: (413) 781-7822
Email: irubenzahl@stcc.edu
Website: www.stcc.edu

University of Massachusetts

Jack Wilson, President
UMass Board of Trustees
225 Franklin Street, 12th and 33rd Floors
Boston, MA 12110
Phone: (617) 287-7005
Website: www.massachusetts.edu

Westfield State College

Dr. Richard Collings President
P.O. Box 1630
Westfield, MA 01086
Phone: (402) 375-7200

Email: jagardn1@wsc.edu
Website: www.wsc.mass.edu

Worcester State College
Dr. Janelle Ashley, President
486 Chandler Street
Worcester, MA 01602
Phone: (508) 929-8020
Email: jashley@worcester.edu
Website: www.worcester.edu

EXECUTIVE BRANCH

Deval Patrick, Governor

State House (866) 888-2808 (Toll Free Nationwide)
Boston, MA 02113 (617) 727-3666 (TTY)
www.mass.gov/gov

Alcoholic Beverages

Treasurer-3 MGL-10-70 Executive Branch
Treasurer and Receiver General
Alcoholic Beverages Control Commission (ABCC)
239 Causeway Street, 2nd Floor
Boston, MA 02114
Phone: (617) 727-3040
Fax: (617) 727-1258 (License Investigation)
Fax: (617) 727-1510 (Commissioners/Executive)
Email: pkrueger@tre.state.ma.us
Website: www.mass.gov/abcc/licensing/licensing.htm

The Alcoholic Beverages Control Commission (ABCC) is the general supervisor of the alcoholic beverages industry in Massachusetts. It is involved in licensing, adjudicatory, and investigatory activities. The ABCC directly licenses manufacturers, wholesalers, importers, agents, brokers, solicitors, farmer-wineries and farmer-breweries, railroads, airlines and steamships, and other statewide activities including liquor transportation companies and storage warehouses. It also "licenses" out-of-state and out-of-United States alcoholic beverages businesses by issuing Certificates of Compliance. The ABCC also serves as the appeals board from actions of any licensing board.

Archives (State)

Governor-2, State Secretary-5 MGL-9-2A Executive Branch
Secretary of the Commonwealth
Archives Advisory Commission (AAC)
220 Morrissey Boulevard
Boston, MA 02125
Phone: (617) 727-2816
Email: archives@sec.state.ma.us
Website: www.sec.state.ma.us/arc/arcaac/aacmhrab.htm

The Commission is mandated to advise the Secretary on archival matters and establish, with the Archivist of the Commonwealth, a comprehensive statewide documentary preservation plan. Acting as the central advisory body for historical records planning, the Archives Advisory Commission served as the model for the National Archives when it established a State Historical Records Advisory Board in every state. The AAC is authorized to receive grants, gifts, and other funds for deposit in the Archives Advisory Trust Fund, a special fund used to support the implementation of the plan.

Art

Governor-5 MGL-6-19 Executive Branch
Governor's Office
Art Commission
State House, Room One
Boston, MA 02133
Phone: (617) 727-1100, ext. 35517

The Art Commission, which consists of five members approved by the governor, has the responsibility for the custody and care of all historical relics and of all works of art in the State House.

Asian Americans

Gov-3, Speaker-3, Senate Pres-3, Treasurer-3, Secy-3, Atty General-3
MGL-3-67 Executive Branch
Treasurer and Receiver General
Asian American Commission
One Ashburton Place, Room 810
Boston, MA 02108
Phone: (617) 367-9333 Ext. 662
Fax: (617) 367-7748
Email: aac@tre.state.ma.us
Website: www.mass.gov/treasury/aac

The Commission's goal is to recognize and highlight the vital contributions of Asian Americans to the social, cultural, economic and political life of the Commonwealth; To identify and address the needs and challenges facing the residents of Asian ancestry; And to promote the well-being of this dynamic and diverse community and thereby, advance the interests of all persons who call Massachusetts home.

Ballot Law

Governor-5 MGL-55B-1 Executive Branch
Secretary of the Commonwealth, Elections Division
Ballot Law Commission
One Ashburton Place, Room 1705
Boston, MA 02128
Phone: (617) 727-2828
Toll Free: (800) 462-VOTE
Email: elections@sec.state.ma.us
Website: www.sec.state.ma.us/ele/elecon.htm

There shall be a state ballot law commission consisting of five persons to be appointed by the governor one of whom shall be a retired justice of the supreme judicial court, appeals court, superior court or district courts of the commonwealth who shall be chairman. The commission may investigate upon objection made in accordance with the provisions of this chapter the legality, validity, completeness and accuracy of all nomination papers and actions required by law to give candidates access to a state ballot or to place an initiative or referendum on a state ballot.

Commissions Section

Executive Branch
Secretary of the Commonwealth, Public Records
Commissions Section
One Ashburton Place, Room 1719
Boston, MA 02108
Phone: (617) 727-2836
Fax: (617) 727-5914
Email: pre@sec.state.ma.us
Website: www.sec.state.ma.us/pre/preidx.htm

The Commissions Section swears in appointed state officials, notaries, and justices of the peace. (Applications to become a notary public and/or justice of the peace are obtained by sending a self addressed stamped envelope to the Governor's Council, Room 184, State House,

Boston, MA 02133.) The Commissions Section also certifies the signatures of public officials, affixes Apostilles to documents going out of country, authorizes clergy to perform marriages in the Commonwealth, maintains a list of the local option statutes accepted by each municipality, and records the names of all public officials and appointed members of local, state, and regional public boards and authorities.

Culture

Governor-19 MGL-10-52 Executive Branch
Treasurer and Receiver General
Massachusetts Cultural Council
10 Saint James Avenue, 3rd Floor
Boston, MA 02116
Phone: (617) 727-3668
Toll Free: (800) 232-0960
TTY: (617) 338-9153
Fax: (617) 727-0044
Email: web@art.state.ma.us
Website: www.massculturalcouncil.org

The Massachusetts Cultural Council receives an annual appropriation from the state legislature and the National Endowment for the Arts. It then makes grants to not-for-profit cultural organizations, schools, communities, and working artists, for programs that use the arts, sciences, and humanities to build stronger, more diverse, more livable communities. Beneficiaries include a broad cross-section of the state's population: schoolchildren; at-risk youth; elders; people with disabilities and everyday citizens in each city and town across the state.

Education (Public Nomination)

Governor 12-15 MGL-6-18B Executive Branch
Governor's Office
Public Education Nominating Council
Website: www.mass.gov/doe

The Public Education Nominating Council was established to advise the Governor with respect to appointments to the board of education, the board of higher education, and all boards of trustees of community colleges, state colleges, and the University of Massachusetts. The council is made up of 12-15 members.

Ethics Commission

Governor-3, Attorney General-1, State Secretary-1

MGL-268B-2 Executive Branch

Secretary of the Commonwealth

State Ethics Commission

One Ashburton Place, Room 61

Boston, MA 02108

Phone: (617) 371-9500

Toll Free: (888) 485-4766

Fax: (617) 723-5851

Website: www.mass.gov/ethics

The Ethics Commission, which was established as an independent enforcement agency, is responsible for administering the Conflict of Interest and the Financial Disclosure laws which apply to all state, county, and municipal employees and officials. The commission investigates alleged violations of these two statutes and imposes civil fines for substantial violations. It will provide legal advice to any public employee concerning the Conflict of Interest Law prior to engaging in the activity in question. The commission also offers free educational seminars and explanatory materials upon request.

Historical

Governor-2, State Secretary-11 MGL-9-26 Executive Branch

Secretary of the Commonwealth

Massachusetts Historical Commission (MHC)

220 Morrissey Boulevard

Boston, MA 02125

Phone: (617) 727-8470

Fax: (617) 727-5128

Email: mhc@sec.state.ma.us

Website: www.sec.state.ma.us/mhc

The Massachusetts Historical Commission is the agency responsible for administering historic preservation funds and programs. Established to encourage the identification and protection of our cultural heritage, the MHC works closely with local historical commissions in developing their preservation plans. Through the MHC, local commissions can propose properties for listing on the National Register of Historic Places. MHC is also the office of the State Archaeologist.

Judicial Nominations

Governor-21 EO 500 Executive Branch

Governor's Office

Elizabeth Dubin Nadzo, Executive Director & Deputy Legal Counsel

Judicial Nominating Commission

State House, Room 54

Boston, MA 02133

Phone: (617) 725 4031

Website: www.mass.gov/jnc

The Judicial Nominating Commission (the "JNC") is a non-partisan, non-political and non-compensated Commission composed of twenty-one distinguished citizens appointed by the Governor from a cross-section of the Commonwealth's diverse population. The JNC seeks applicants who possess the temperament, ability and integrity to freely, impartially and independently interpret the laws and administer justice. It also seeks applicants who represent not only the geographically diverse parts of the Commonwealth, but also the racial, ethnic, and gender diversity of our citizens.

Lottery

Governor-2 MGL-10-23 Executive Branch

Treasurer and Receiver General

Massachusetts State Lottery Commission

60 Columbian Street

Braintree, MA 02184

Phone: (781) 849-5555

Info: (781) 848-7755 (*Recorded Info*)

Raffles: (781) 849-5527

Website: www.masslottery.com

The Lottery Commission, under the Chairmanship of the State Treasurer, administers various lottery games, including the Instant Game, the Numbers Game, Megabucks, Mass Millions, Keno, and Mass Cash. In addition, the conduct and operation of Beano games throughout the state are supervised and administered by the Charitable Gaming Division of the Lottery Commission. The funding of the Arts Lottery is provided by the Lottery Commission from revenues raised by the Megabucks game.

Retirement (State Employees)

State Treasurer-5 MGL-10-18 Executive Branch

Treasurer and Receiver General

State Board of Retirement

One Ashburton Place, Room 1219
Boston, MA 02108

Phone: (617) 367-7770

Toll Free: (800) 392-6014

Fax: (617) 723-1438

Email: sbr@tre.state.ma.us

Website: www.mass.gov/treasury/srb.htm

The State Board of Retirement administers the provisions of laws relative to the retirement of state employees. The Treasurer of the Commonwealth serves as chairman of the Board and oversees the retirement system for state workers.

JUDICIAL BRANCH

www.mass.gov/court

Bar Examiners

Supreme Judicial Court-5 MGL-221-35 Judicial Branch

Board of Bar Examiners

Three Pemberton Square, Room 707

Boston, MA 02108

Phone: (617) 482-4466

Fax: (617) 542-5943

Website: www.mass.gov/bbe

The Board of Bar Examiners administers examination for admittance to the Massachusetts Bar.

Bar Overseers

Supreme Court Justices-15 MGL-211D-1 Judicial Branch

Board of Bar Overseers

99 High Street

Boston, Massachusetts 02110

Phone: (617) 728-8700

Email: s.mitchell@massbbo.org

Website: www.mass.gov/obcbbo/board.htm

The Board of Bar Overseers consists of twelve volunteer members who are appointed by the Court for four-year terms. Eight of the members are lawyers; the other four are public members. The activities of the Board are governed by Supreme Judicial Court Rule 4:01 and the Rules of the Board of Bar Overseers. The Board acts as an administrative tribunal to consider disciplinary charges brought by Bar Counsel.

Judicial Conduct

Gov-3, Chief Admin Justice Trial Court-3, Supreme Judicial Court-3

MGL-211C-1 Judicial Branch

Commission on Judicial Conduct

11 Beacon Street, Suite 525

Boston, MA 02108

Phone: (617) 725-8050

Fax: (617) 248-9938

Website: www.mass.gov/cjc

The Commission on Judicial Conduct ("CJC") is the state agency responsible for investigating complaints of judicial misconduct against state court judges and for recommending, when necessary, discipline of judges to the Supreme Judicial Court. All fifty states and the District of Columbia have judicial conduct agencies to investigate allegations of judicial misconduct and disability that prevent judges from properly performing their judicial duties.

Legal Services for the Public (Public Counsel)

Supreme Judicial Court Justices -15 MGL-211D-1 Judicial Branch

Committee for Public Counsel Services

44 Bromfield Street

Boston, MA 02108

Phone: (617) 482-6212

Website: www.mass.gov/publiccounsel.net

The Massachusetts Committee for Public Counsel oversees the provision of legal representation to indigent persons in criminal and civil court cases and administrative proceedings in which there is a right to counsel. The Chief Counsel, appointed by the Committee and assisted by the Senior Management Team, is responsible for the day-to-day operations of the agency.

Mental Health (Legal)

Supreme Judicial Court Justices-14 MGL-221-34E Judicial Branch

Mental Health Legal Advisors Committee

399 Washington Street, 4th Floor

Boston, MA, 02108

Phone: (617) 338-2345

Email: mhlac@mhlac.org

Website: www.mass.gov/mhlac/Managedcare.htm

The Mental Health Legal Advisors Committee (MHLAC) was established to secure and protect the legal rights of persons involved in mental health and retardation programs in the Commonwealth. MHLAC, appointed by the justices of the Supreme Judicial Court, consists of fourteen judges and lawyers who are knowledgeable and experienced in mental health law.

Sentencing

Governor-15 MGL-211E-1 Judicial Branch
Massachusetts Sentencing Commission
Three Center Plaza, Suite 700
Boston, MA 02108
Phone: (617) 788-6867
Fax: (617) 788-6885
Website: www.mass.gov/courts/admin/sentcomm/mscoverview.html

The Truth In Sentencing Law, MGL Chapter 211E, was conceived as a way to ensure that punishments handed down in Massachusetts Courts fit the crime committed, while taking into consideration any special circumstances involved. To accomplish this, the legislation created a state sentencing commission to design guidelines for judges to refer to when sentencing a convicted criminal.

INDEPENDENT/EXECUTIVE BRANCH

Disabled Persons Protection

Governor-3 MGL-19C-2 Independent/Executive Branch
Disabled Persons Protection Commission (DPPC)
50 Ross Way
Quincy, MA 02169
Phone: (617) 727-6465
Toll Free: (800) 426-9009 (*Abuse Reporting Hotline*)
(V/TTY 24/7 within Mass. only)
Fax: (617) 727-6469
Website: www.mass.gov/dppc

This independent commission is responsible for the protection of disabled adults in state care and in private settings, and for the investigation of abuse by caretakers in those settings. Its functions include receipt of mandated and voluntary reports of suspected abuse; investigation and/or monitoring of investigations of reports, including monitoring of criminal investigations which result from commission reports; insuring that disabled persons are protected and receive protective

services with their consent, if needed; conducting investigations of problems relating to abuse in the state human services system; and enforcing the provisions of MGL Ch. 19C regarding the criminal penalties for failure to report and retaliation against reporters.

Discrimination

Governor-21 MGL-6-56 Independent/Executive Branch
Massachusetts Commission Against Discrimination (MCAD)
One Ashburton Place, Room 601
Boston, MA 02108
Phone: (617) 994-6000
TTY: (617) 994-6196
Fax: (617) 994-6024
Website: www.mass.gov/mcad

The Commission Against Discrimination prohibits discrimination in public accommodation based on race, color, religious creed, national origin, sex, sexual orientation, blindness, deafness, or disability. The Commission enforces laws which in addition to public accommodation and credit prohibit discrimination in the areas of education, employment, and housing.

Film & Sports Entertainment

Massachusetts Film Commission
Massachusetts Sports & Entertainment Commission
31 St. James Street, Suite 260
Boston, MA 02116
Phone: (617) 423-1155
Fax: (617) 423-1158
Email: jparis@masports.org
Website: www.mafilm.org or www.masports.org

Now under one organization, these offices promote Massachusetts as an ideal filming location.

Libraries

Governor-9 MGL-78-14
Massachusetts Board of Library Commissioners (MBLC)
98 North Washington Street, Suite 401
Boston, MA 02114-1918
Phone: (617) 725-1860
Toll Free: (800) 952-7403 (*within MA. only*)
Fax: (617) 725-0140

Website: www.mass.gov/mbic

This state agency is responsible for the development of public library services in the state and for the development of computer-based resource-sharing library consortia through its Massachusetts Library Information Network (MLIN), or network of library networks. It administers both federal and state grants to libraries and offers technical assistance and guidance to library personnel, trustees, library organizations, and governmental agencies.

Physical Fitness

Governor-30 EO 462 Independent/Executive Branch
Governor's Committee on Physical Fitness (MGCPFS)
P.O. Box 447
Boston, MA 02113
Phone: (617) 972-1838
Email: info@masportsandfitness.org
Website: www.govfitness.com

The Committee seeks to create programs and initiatives to provide a permanent way to live a healthy active lifestyle, with a particular emphasis on restoring physical fitness in the school system.

Veterans Affairs

Governor-25 EO 363 Independent/Executive Branch
Governor's Advisory Council on Veterans Affairs
State House, Room 360
Boston, MA 02133
Phone: (617) 727-3600

The Governor's Advisory Council was created by executive order and is meant to review and assess state and federal statutes and programs relating to veterans and the delivery of services to veterans, including health care, education, housing, outreach, training and retraining. The Council educates the people of the Commonwealth and their elected and appointed officials regarding issues of importance to the Commonwealth's veterans.

Volunteering (Service Alliance)

10-30 Appointments MGL-6c-6a Independent/Executive Branch
Massachusetts Service Alliance
100 North Washington Street, 3rd Floor
Boston, MA 02114
Phone: (617) 542-2544

Fax: (617) 542-0240

Website: www.mass-service.org/about/whoweare.php#board

The mission of the Massachusetts Service Alliance is to generate an ethic of service throughout the Commonwealth by creating and supporting diverse, high quality service and volunteer opportunities for all age groups, resulting in stronger communities and more active citizens. Established in 1991, it was one of the first state commissions on community service in the nation, the national AmeriCorps Program was modeled after quality service programs developed here in Massachusetts.

Women's Status

Governor-5, House Speaker-4, Senate Pres-4,
Caucus of Women Legislators-6
MGL-3-66 Independent/Executive Branch
Massachusetts Commission on the Status of Women (MCSW)
The Charles F. Hurley Building
19 Staniford Street, 6th Floor
Boston, MA 02114
Phone: (617) 626-6520
TTY: (617) 626-6520
Fax: (617) 626-6530
Email: mcsw@state.ma.us
Website: www.mass.gov/women

The mission of the Massachusetts Commission on the Status of Women is to provide a permanent, effective voice for women across Massachusetts. The Commission stands for fundamental freedoms, basic human rights and the full enjoyment of life for all women throughout their lives. The purpose of the Commission is to advance women toward full equality in all areas of life and to promote rights and opportunities for all women. The Commission exists to provide a permanent, effective voice for women across Massachusetts.

ACRONYMS

For your convenience the following is a list of agency acronyms, which are used throughout this handbook.

AGR	Department of Agricultural Resources
BHE	Board of Higher Education
BBRS	State Board of Building Regulations and Standards
CGLY	Massachusetts Commission on Gay, Lesbian, Bisexual & Transgender Health
CHSB	Criminal History Systems Board
CZM	Coastal Zone Management
DALA	Division of Administrative Law Appeals
DCAM	Division of Capital Asset Management
DCR	Department of Conservation & Recreation
DFG	Department of Fish & Game
DFWELE	Department of Fisheries, Wildlife & Environmental Law Enforcement
DHCD	Department of Housing & Community Development
DHPL	Division of Health Professions Licensure
DOC	Department of Correction
DOI	Division of Insurance
DOL	Division of Labor Relations
DPPC	Disabled Persons Protection Commission
DMH	Department of Mental Health
DOE	Department of Education
DOR	Department of Revenue
DPH	Department of Public Health
DPL	Division of Professional Licensure
DPS	Department of Public Safety
DTE	Department of Telecommunications & Energy
DWD	Department of Workforce Development
EDU	Executive Office of Education
EO	Executive Order (Governor)
EOAF	Executive Office of Administration & Finance
EOEEA	Executive Office of Energy & Environmental Affairs

EOHED	Executive Office of Housing & Economic Development
EOHHS	Executive Office of Health & Human Services
EOLWD	Executive Office of Labor & Workforce Development
EOPSS	Executive Office of Public Safety & Security
EOT	Executive Office of Transportation & Public Works
GIC	Group Insurance Commission
GLBT	Massachusetts Commission on Gay, Lesbian, Bisexual and Transgender Youth
LLRW	Low – Level Radioactive Waste Management
LSP	Licensed Site Professional
MAC	Massachusetts Aeronautics Commission
M/WBEs	Minority and Women Business Enterprises
MCB	Massachusetts Commission for the Blind
MCDFC	Massachusetts Community Development Finance Corporation
MCDHH	Massachusetts Commission for the Deaf & Hard of Hearing
MCIA	Massachusetts Commission on Indian Affairs
MCSW	Massachusetts Commission on the Status of Women
MDAR	Massachusetts Department of Agricultural Resources
MDDC	Massachusetts Developmental Disabilities Council
MGL	Massachusetts General Laws
MOBD	Massachusetts Office of Business & Development
MNB	Massachusetts Nutrition Board
MWRC	Massachusetts Water Resources Commission
OCABR	Office of Consumer Affairs & Business Regulation

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